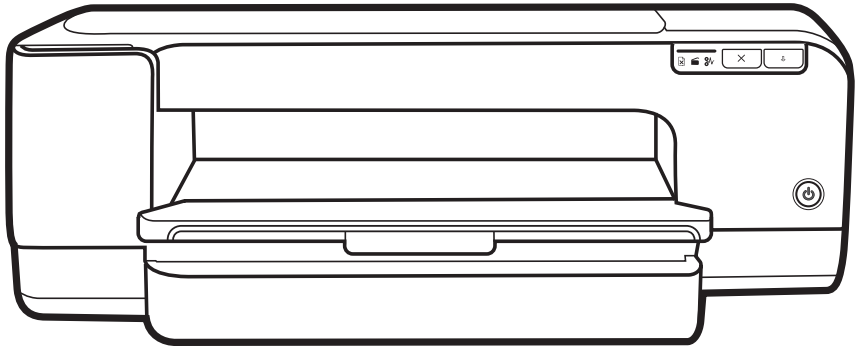
HP Officejet Pro K8600 Printer series

User Guide



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User Guide

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Safety information

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

1. Read and understand all instructions in the documentation that comes with the HP Printer.
2. Use only a grounded electrical outlet when connecting this product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install or use this product near water, or when you are wet.
6. Install the product securely on a stable surface.
7. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
8. If the product does not operate normally, see Maintain and troubleshoot.
9. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

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1 Get started

This guide provides details about how to use the device and to resolve problems.

- Find other resources for the product
- Accessibility
- Understand the device parts

Find other resources for the product

You can obtain product information and further troubleshooting resources that are not included in this guide from the following resources:

Resource	Description	Location
Readme file and release notes	Provide late-breaking information and troubleshooting tips.	Included on the Starter CD.
Device management tools (network connection)	Allows you to view status information, change settings, and manage the device. For more information, see Embedded Web server.	Available from a connected computer.
Toolbox (Microsoft® Windows®)	Provides information about printhead health and access to maintenance services. For more information, see Toolbox (Windows).	Typically installed with the device software.
HP Printer Utility (Mac OS)	Contains tools to configure print settings, calibrate the device, clean the printheads, print the self-test diagnostic page, order supplies online, and find support information from the Web site. For more information, see HP Printer Utility (Mac OS).	Typically installed with the device software.
Control panel	Provides status, error, and warning information about operations.	For more information, see Control panel.
Logs and reports	Provides information about events that have occurred.	For more information, see Manage the device.
Self-test diagnostic page	• Device information: ◦ Product name ◦ Model number	For more information, see Understand the self-test diagnostic page.

(continued)

Resource	Description	Location
	◦ Serial number ◦ Firmware version number • Accessories installed (for example, the duplexer) • Number of pages printed from the trays and accessories • Printing supply status	
Print quality diagnostic page	Diagnoses issues that affect print quality and helps you decide whether to run any maintenance services to improve the print quality of your printouts.	For more information, see To print the print quality diagnostic page.
HP Web sites	Provide the latest printer software, and product and support information.	www.hp.com/support www.hp.com
HP telephone support	Lists information to contact HP. During the warranty period, this support is often free of charge.	For more information, see Obtain HP telephone support.
HP photo and imaging software help	Provides information about using the software.	
HP Solution Center (Windows)	Allows you to change device settings, order supplies, start, and access the onscreen Help. Depending on the devices you have installed, the HP Solution Center provides additional features, such as access to the HP photo and imaging software and the Fax Setup Wizard. For more information, see Use the HP Solution Center (Windows).	Typically installed with the device software.

Accessibility

The device provides a number of features that make it accessible for people with disabilities.

Visual

The device software is accessible for users with visual impairments or low vision through the use of your operating system's accessibility options and features. It also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the software and on the control panel have simple text or icon labels that convey the appropriate action.

Mobility

For users with mobility impairments, the device software functions can be executed through keyboard commands. The software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The device doors, buttons, paper trays, and paper guides can be operated by users with limited strength and reach.

Support

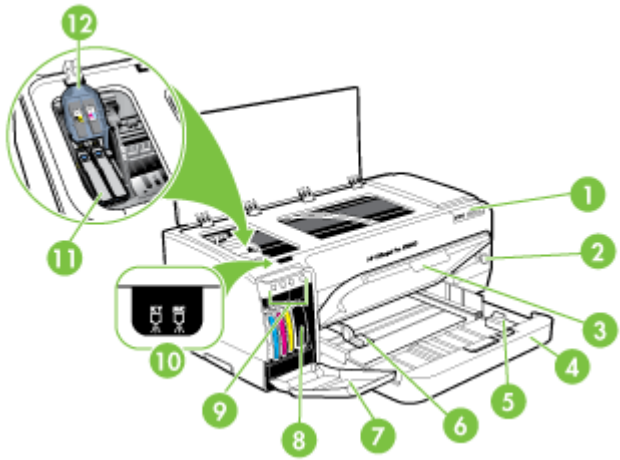
For more details about the accessibility of this product and HP's commitment to product accessibility, visit HP's Web site at www.hp.com/accessibility.

For accessibility information for the Mac OS, visit the Apple Web site at www.apple.com/accessibility.

Understand the device parts

- Front view
- Control panel
- Back view

Front view



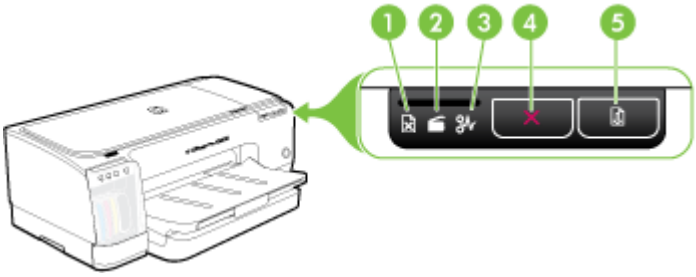
1	Control panel
2	Power button and light
3	Output tray
4	Tray 1
5	Small media length guide
6	Media width guide

(continued)

7	Ink cartridge door
8	Ink cartridges
9	Ink cartridge lights
10	Printhead lights
11	Printheads
12	Printhead latch

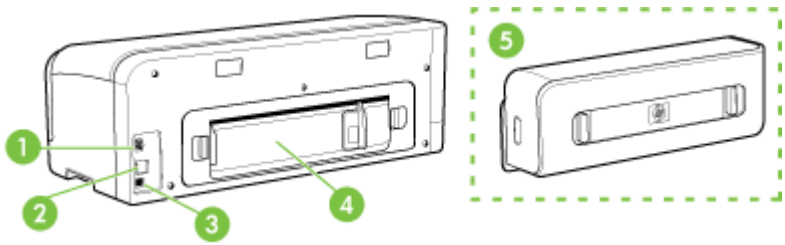
Control panel

For more information about interpreting control-panel lights, see Control-panel lights reference.



1	Out of paper light
2	Door open light
3	Paper jam light
4	Cancel button
5	Resume button and light

Back view



1	Power input
2	Ethernet network port (available on some models)

(continued)

3	Rear universal serial bus (USB) port
4	Rear access panel (for models with no duplexer)
5	Automatic two-sided printing accessory (duplexer) (available on some models)

2 Install the accessories

This section contains the following topics:

- Install the duplexer

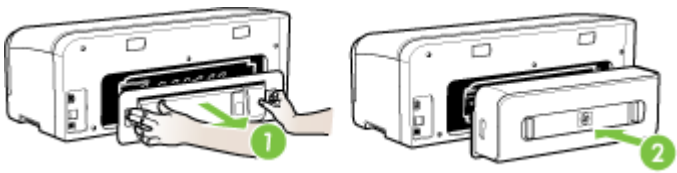
Install the duplexer

NOTE: This feature is available with some models of the device. For ordering information, see Accessories.

You can print on both sides of a sheet of paper automatically when the optional automatic two-sided printing accessory (duplexer) is installed. For information on using the duplexer, see Print on both sides (duplexing).

To install the duplexer

1. Push the buttons on the rear access panel and remove the panel from the device.
2. Slide the duplexer into the device until the unit locks into place. Do not press the buttons on either side of the duplexer when installing the unit; use them only for removing the unit from the device.



3 Use the device

This section contains the following topics:

- Select print media
- Load media
- Change print settings
- Use the HP Solution Center (Windows)
- Print with the rear manual feed slot
- Print on both sides (duplexing)
- Print on special and custom-sized media
- Print borderless
- Cancel a print job

Select print media

The device is designed to work well with most types of office media. It is best to test a variety of print media types before buying large quantities. Use HP media for optimum print quality. Visit the HP Web site at www.hp.com for more information about HP media.

- Tips for selecting and using print media
- Understand specifications for supported media
- Set minimum margins

Tips for selecting and using print media

For the best results, observe the following guidelines.

- Always use media that conforms to the device specifications. For more information, see Understand specifications for supported media.
- Load only one type of media at a time into a tray.
- Load media print-side down and aligned against the right and back edges of the tray. For more information, see Load media.
- Do not overload the trays. For more information, see Understand specifications for supported media.
- To prevent jams, poor print quality, and other printing problems, avoid the following media:
  - Multipart forms
  - Media that is damaged, curled, or wrinkled
  - Media with cutouts or perforations
  - Media that is heavily textured, embossed, or does not accept ink well
  - Media that is too lightweight or stretches easily

Cards and envelopes

- Avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also avoid cards and envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.
- Use tightly constructed envelopes, and make sure the folds are sharply creased.
- Load envelopes with the flaps facing up.

Photo media

- Use the **Best** mode to print photographs. Note that in this mode, printing takes longer and more memory is required from your computer.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Transparencies

- Insert transparencies with the rough side down and the adhesive strip pointing towards the back of the device.
- Use the **Normal** mode to print transparencies. This mode provides longer drying time and ensures that the ink dries completely before the next page is delivered to the output tray.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Custom-sized media

- Use only custom-sized media that is supported by the device.
- If your application supports custom-sized media, set the media size in the application before printing the document. If not, set the size in the print driver. You might need to reformat existing documents to print them correctly on custom-sized media.

Understand specifications for supported media

Use the Understand supported sizes and Understand supported media types and weights tables to determine the correct media to use with your device, and determine what features will work with your media.

- Understand supported sizes
- Understand supported media types and weights

Understand supported sizes

NOTE: Duplexer is available with some models.

Media size	Tray 1	Rear manual feed tray	Automatic duplexer
Standard media sizes			
U.S. Letter (216 x 279 mm; 8.5 x 11 inches)	✓	✓	✓
8.5 x 13 inches (216 x 330 mm)	✓	✓	✓
U.S. Legal (216 x 356 mm; 8.5 x 14 inches)	✓	✓	✓
A4 (210 x 297 mm; 8.3 x 11.7 inches)	✓	✓	✓
U.S. Executive (184 x 267 mm; 7.25 x 10.5 inches)	✓	✓	✓
U.S. Statement (140 x 216 mm; 5.5 x 8.5 inches)	✓	✓	
B5 (JIS) (182 x 257 mm; 7.17 x 10.12 inches)	✓	✓	✓
A5 (148 x 210 mm; 5.8 x 8.3 inches)	✓	✓	
A3 (297 x 420 mm; 11.7 x 16.5 inches)	✓	✓	✓
A3+ (297 x 330 mm; 13 x 19 inches)	✓	✓	✓
A6 (105 x 148 mm; 4.1 x 5.8 inches)	✓	✓	
B4 (257 x 364 mm; 10.1 x 14.3 inches)	✓	✓	✓
Super B (330 x 483 mm; 13 x 19 inches)	✓	✓	✓
Borderless Super B (330 x 483 mm; 13 x 19 inches)	✓	✓	
Tabloid (279.4 x 431.8 mm; 11 x 17 inches)	✓	✓	✓
Banner A3 (297 x 420 mm; 11.7 x 16.5 inches)		✓	
Banner A4 (210 x 297 mm; 8.3 x 11.7 inches)		✓	
Banner Letter (215.9 x 279.4 mm; 8.5 x 11 inches)		✓	
Banner Tabloid (279 x 432 mm; 11 x 17 inches)		✓	
Ofuku Hagaki (148 x 200 mm; 5.8 x 7.9 inches)	✓	✓	
Panorama (101.6 x 254 mm; 4 x 10 inches)	✓	✓	
Panorama (101.6 x 279.4 mm; 4 x 11 inches)	✓	✓	

(continued)

Media size	Tray 1	Rear manual feed tray	Automatic duplexer
Panorama (101.6 x 304.8 mm; 4 x 12 inches)	✓	✓	
Borderless (Photo) Panorama (101.6 x 254 mm; 4 x 10 inches)	✓	✓	
Borderless (Photo) Panorama (101.6 x 279.4 mm; 4 x 11 inches)	✓	✓	
Borderless (Photo) Panorama (101.6 x 304.8 mm; 4 x 12 inches)	✓	✓	
Envelopes			
U.S. #10 Envelope (105 x 241 mm; 4.13 x 9.5 inches)	✓	✓	
Monarch Envelope (98 x 191 mm; 3.88 x 7.5 inches)	✓	✓	
HP Greeting Card Envelope (111 x 152 mm; 4.38 x 6 inches)	✓	✓	
A2 Envelope (111 x 146 mm; 4.37 x 5.75 inches)	✓	✓	
DL Envelope (110 x 220 mm; 4.3 x 8.7 inches)	✓	✓	
C5 Envelope (162 x 229 mm; 6.4 x 9 inches)	✓	✓	
C6 Envelope (114 x 162 mm; 4.5 x 6.4 inches)	✓	✓	
Japanese Envelope Chou #3 (120 x 235 mm; 4.7 x 9.3 inches)	✓	✓	
Japanese Envelope Chou #4 (90 x 205 mm; 3.5 x 8.1 inches)	✓	✓	
Japanese Kaku #2 (240 x 332 mm; 9.44 x 13.06 inches)	✓	✓	
Cards			
Index card (76.2 x 127 mm; 3 x 5 inches)	✓	✓	
Index card (102 x 152 mm; 4 x 6 inches)	✓	✓	
Index card (127 x 203 mm; 5 x 8 inches)	✓	✓	
Hagaki* (100 x 148 mm; 3.9 x 5.8 inches)	✓	✓	
Borderless Hagaki* (100 x 148 mm; 3.9 x 5.8 inches)	✓	✓	
Photo media			

(continued)

Media size	Tray 1	Rear manual feed tray	Automatic duplexer
Photo media (76.2 x 127 mm; 3 x 5 inches)	✔	✔	
Photo media (102 x 152 mm; 4 x 6 inches)	✔	✔	
Photo media (5 x 7 inches)	✔	✔	
Photo media (8 x 10 inches)	✔	✔	
Photo media (10 x 15 cm)	✔	✔	
Photo L (89 x 127 mm; 3.5 x 5 inches)	✔	✔	
Borderless photo media (102 x 152 mm; 4 x 6 inches)	✔	✔	
Borderless photo media (5 x 7 inches)	✔	✔	
Borderless photo media (8 x 10 inches)	✔	✔	
Borderless photo media (8.5 x 11 inches)	✔	✔	
Borderless photo media (10 x 15 cm)	✔	✔	
Borderless Photo A3 (297 x 420 mm; 11.7 x 16.5 inches)	✔	✔	
Borderless Photo A4 (210 x 297 mm; 8.3 x 11.7 inches)	✔	✔	
Borderless Photo A5 (148 x 210 mm; 5.8 x 8.3 inches)	✔	✔	
Borderless Photo A6 (105 x 148 mm; 4.1 x 5.8 inches)	✔	✔	
Borderless Photo B5 (182 x 257 mm; 7.8 x 10.1 inches)	✔	✔	
Borderless Photo Tabloid (279.4 x 431.8 mm; 11 x 17 inches)	✔	✔	
Borderless Photo L (89 x 127 mm; 3.5 x 5 inches)	✔	✔	
Other media			
Custom-sized media between 76.2 to 330 mm wide and 127 to 483 mm long (3 to 13 inches wide and 5 to 19 inches long)	✔		

* The device is compatible with plain and inkjet hagaki from Japan Post only. It is not compatible with photo hagaki from Japan Post.

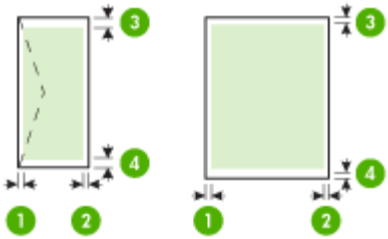
Understand supported media types and weights

NOTE: Duplexer is available with some models.

Tray	Type	Weight	Capacity
Tray 1	Paper	60 to 130 g/m^2 (16 to 36 lb bond)	Up to 250 sheets of plain paper (25 mm or 1 inch stacked)
	Transparencies		Up to 60 sheets (18 mm or 0.71 inch stacked)
	Photo media	Up to 280 g/m^2 (75 lb bond)	Up to 60 sheets (18 mm or 0.71 inch stacked)
	Labels		Up to 60 sheets (18 mm or 0.71 inch stacked)
	Envelopes	75 to 90 g/m^2 (20 to 24 lb bond envelope)	Up to 15 sheets (18 mm or 0.71 inch stacked)
	Cards	Up to 200 g/m^2 (110 lb index)	Up to 60 sheets (18 mm or 0.71 inch stacked)
Rear manual feed tray	Paper	60 to 130 g/m^2 (16 to 36 lb bond)	1 sheet
	Transparencies		
	Photo media	Up to 280 g/m^2 (75 lb bond)	
	Labels		
	Envelopes	75 to 90 g/m^2 (20 to 24 lb bond envelope)	
	Cards	Up to 200 g/m^2 (110 lb index)	
Duplexer	Paper	Up to 0.3 mm^2 (0.012 inch)	Not applicable
Output-bin	All supported media		Up to 150 sheets of plain paper (text printing)

Set minimum margins

The document margins must match (or exceed) these margin settings in portrait orientation.



Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin*
U.S. Letter U.S. Legal A4 U.S. Executive U.S. Statement 8.5 x 13 inch B5 A5 Cards Custom-sized media Photo media A6 Banner media Ofuku Hagaki Hagaki Card	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch) **NOTE:** If you are using the duplexer (available with some models), the minimum top margin must match or exceed 12 mm (0.48 inch).	3.3 mm (0.13 inch) **NOTE:** If you are using the duplexer (available with some models), the minimum bottom margin must match or exceed 12 mm (0.48 inch).
A3 A3+ B4 Super B Tabloid	5 mm (0.20 inch)	5 mm (0.20 inch)	20 mm (0.79 inch) **NOTE:** If you are using the duplexer (available with some models), the minimum top margin must match or exceed 20 mm (0.79 inch).	20 mm (0.79 inch)

(continued)

Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin*
				NOTE: If you are using the duplexer (available with some models), the minimum bottom margin must match or exceed 20 mm (0.79 inch).
Envelopes	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	16.5 mm (0.65 inch)	16.5 mm (0.65 inch)
Panorama	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)

* To achieve this margin setting on a computer running Windows, click the **Advanced** tab in the print driver, and select **Minimize Margins**.

Load media

This section provides instructions for loading media into the device.

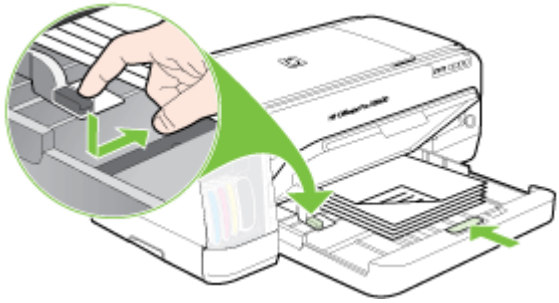
To load Tray 1 (main tray)

1. Lift the output tray.

2. Insert the media print-side down along the right of the tray. Make sure the stack of media aligns with the right and back edges of the tray, and does not exceed the line marking in the tray.

NOTE: Do not load paper while the device is printing.

3. Slide the media guides in the tray to adjust them for the media size that you have loaded, and then lower the output tray.



4. Pull out the extension on the output tray.

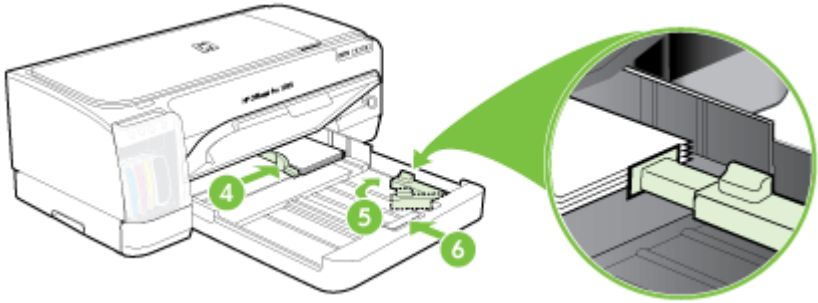
To load small media

NOTE: If you are printing on thick paper (such as cardstock), you can use the rear manual feed slot. For more information, see Print with the rear manual feed slot.

1. Raise the output tray and remove any media from the input tray.
2. Insert a stack of media that does not exceed the height of the paper guide, print-side down along the right side of the input tray until it stops.

3. Open the small media guide by moving it 90 degrees clockwise from start to end position.

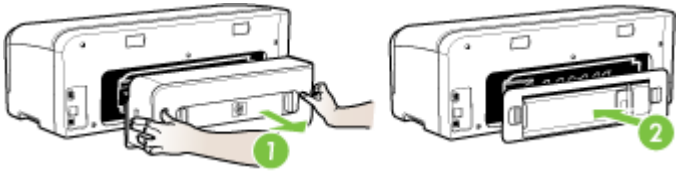
4. Press the button on top of the paper guide and slide the guide to the right until it stops at the edge of the media.
5. Press the input tray lock and slide the tray in until the small media guide stops at the edge of the media. As you slide the tray, the small media guide extends until it touches the edge of the media.



6. Lower the output tray.
7. When printing, select the appropriate media type and size from the printer driver. For more information, see Understand specifications for supported media.

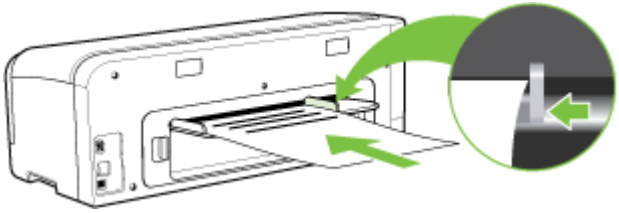
To load the rear manual feed slot

1. If the duplexer is installed, replace it with the rear-access panel.



NOTE: If you cannot locate the rear-access panel, cancel the print job and print using the main tray. For more information, see Cancel a print job.

2. Send the print job.
3. Wait for the **Resume** light to blink.
4. Lift up the feed slot and then slide the paper guide to the required media width.



5. Insert a sheet of media print-side up into the left side of the slot for the device to load automatically.
6. Press (**Resume** button) to print.
7. If you are printing more than one page, press (**Resume** button) to print after inserting each sheet.

Change print settings

You can change print settings (such as paper size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the driver.

NOTE: To set print settings for all print jobs, make the changes in the printer driver.

For more information about the features of the Windows printer driver, see the online help for the driver. For more information about printing from a specific application, see the documentation that came with the application.

- To change settings from an application for current jobs (Windows)
- To change default settings for all future jobs (Windows)
- To change settings (Mac OS)

To change settings from an application for current jobs (Windows)

1. Open the document that you want to print.
2. On the **File** menu, click **Print**, and then click **Setup**, **Properties**, or **Preferences**. (Specific options may vary depending on the application that you are using.)
3. Change the settings that you want, and then click **OK**, **Print**, or a similar command.

To change default settings for all future jobs (Windows)

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
3. Change the settings that you want, and then click **OK**.

To change settings (Mac OS)

1. On the **File** menu, click **Page Setup**.
2. Change the settings that you want (such as paper size), and then click **OK**.
3. On the **File** menu, click **Print** to open the print driver.
4. Change the settings that you want (such as media type), and then click **OK** or **Print**.

Use the HP Solution Center (Windows)

Use the HP Solution Center to change print settings, order supplies, and access the onscreen Help.

The features available in the HP Solution Center vary depending on the devices you have installed. The HP Solution Center is customized to show icons that are associated with the selected device. If the selected device is not equipped with a particular feature, then the icon for that feature does not appear in the HP Solution Center.

If the HP Solution Center on your computer does not contain any icons, an error might have occurred during the software installation. To correct this, use the Control Panel in Windows to completely uninstall and reinstall the software.

Print with the rear manual feed slot

If you are printing one or just a few photos, envelopes, or sheets of paper, you can use the rear manual feed slot and leave your regular media in the input tray.

The rear manual feed slot uses a straight paper path and is designed for printing single sheets of thick paper (up to 280 g/m^2) such as cardstock. For information on media types supported by the manual feed slots, see Understand specifications for supported media.

Printing from the rear manual feed slot is performed in two stages: 1) changing the software settings, and 2) loading the media. For more information on loading the rear manual feed slot, see Load media

NOTE: If the duplex unit is installed and you want to print using the rear manual feed slot, replace the duplex unit with the rear-access panel.

To change the software settings (Windows)

1. Open the printer driver.
2. Click the **Paper/Quality** tab.
3. Select the manual feed option from the **Source is** drop-down list.
4. Change any other desired settings, and then click **OK**.
5. Print your document.

To change the software settings (Mac OS)

1. Click **File**, and then click **Page Setup**.
2. Select the media size, and then click **OK** .
3. Click **File**, and then click **Print**.
4. Open the **Paper Type/Quality** panel.
5. In the **Paper** panel, select the source.
6. Change any other desired settings, and then click **Print**.

Print on both sides (duplexing)

You can print on both sides of a sheet of media, either automatically by using the optional automatic two-sided printing accessory (duplexer), or manually by turning the media over and feeding it into the device again.

- Guidelines for printing on both sides of a page
- To perform duplexing (Windows)
- To perform automatic duplexing (Mac OS)

Guidelines for printing on both sides of a page

- Always use media that conforms to the device specifications. For more information, see Understand specifications for supported media.
- Specify duplex options in your application or in the printer driver.
- Do not print on both sides of transparencies, envelopes, photo paper, glossy media, or paper lighter than 16 lb bond (60 g/m^2) or heavier than 28 lb bond (105 g/m^2). Jams might occur with these media types.
- Several kinds of media require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the device prints the first side of the media first. When you print from a computer using the Mac OS, the device prints the second side first. Load the media with the front side facing down.
- For auto-duplexing, when printing finishes on one side of the media, the device holds the media and pauses while the ink dries. Once the ink dries, the media is pulled back into the device and the second side is printed. When printing is complete, the media is dropped onto the output tray. Do not grab it before printing is complete.
- You can print on both sides of supported custom-sized media by turning the media over and feeding it into the device again. For more information, see Understand specifications for supported media.

To perform duplexing (Windows)

1. Load the appropriate media. For more information, see Guidelines for printing on both sides of a page and Load media.
2. Make sure the duplexer is properly installed. For more information, see Install the duplexer.
3. With a document open, click **Print** on the **File** menu, and then click **Setup**, **Properties**, or **Preferences**.
4. Click the **Features** tab.
5. Select the **Two-sided printing** drop-down list. For auto-duplexing, ensure that **Automatic** is selected.
6. To automatically resize each page to match the document's onscreen layout, ensure **Preserve Layout** is selected. Clearing this option might result in unwanted page breaks.

7. Select or clear the **Flip Pages Up** check box depending on which way you want the binding. See the graphics in the print driver for examples.
8. Choose a booklet layout from the **Booklet Layout** drop-down list, if you want.
9. Change any other settings, and then click **OK**.
10. Print your document.

To perform automatic duplexing (Mac OS)

1. Load the appropriate media. For more information, see Guidelines for printing on both sides of a page and Load media.
2. Make sure the duplexer is properly installed. For more information, see Install the duplexer.
3. On the **File** menu, click **Print**.
4. Open the **Two-Sided Printing** panel.
5. Select the option to print on both sides.
6. Select the binding orientation by clicking the appropriate icon.
7. Change any other settings, and then click **Print**.

Print on special and custom-sized media

This section covers the following topics:

- To print on special or custom-sized media (Windows)
- To print on special or custom-sized media (Mac OS)

To print on special or custom-sized media (Windows)

1. Load the appropriate media. For more information, see Load media.
2. With a document open, click **Print** on the **File** menu, and then click **Setup**, **Properties**, or **Preferences**.
3. Click the **Features** tab.
4. Select the media size from the **Size** drop-down list.

   To set a custom media size:

   a. Select **Custom** from the drop-down list.
   b. Type a name for the new custom size.
   c. In the **Width** and **Height** boxes, type the dimensions, and then click **Save**.
   d. Click **OK** twice to close the properties or preferences dialog box. Open the dialog box again.
   e. Select the new custom size.
5. To select the media type:
   a. Click **More** in the **Paper Type** drop-down list.
   b. Click the desired media type, and then click **OK**.
6. Select the media source from the **Paper Source** drop-down list.
7. Change any other settings, and then click **OK**.
8. Print your document.

To print on special or custom-sized media (Mac OS)

1. Load the appropriate media. For more information, see Load media.
2. On the **File** menu, click **Page Setup**.
3. Select the media size.
4. To set a custom media size:
   a. Click **Manage Custom Sizes** in the **Paper Size** pull-down menu.
   b. Click **New** and type a name for the size in the **Paper Size Name** box.
   c. In the **Width** and **Height** boxes, type the dimensions and set the margins, if desired.
   d. Click **Done** or **OK**, and then click **Save**.
5. On the **File** menu, click **Page Setup**, and then select the new custom size.
6. Click **OK**.
7. On the **File** menu, click **Print**.
8. Open the **Paper Handling** panel.
9. Under **Destination Paper Size**, click the **Scale to fit paper size** tab, and then select the customized paper size.
10. Change any other desired settings, and then click **OK** or **Print**.

Print borderless

Borderless printing lets you print to the edges of certain photo media types and a range of standard media sizes.

NOTE: Open the file in a software application and assign the image size. Make sure the size corresponds to the media size on which you are printing the image.

You can also gain access to this feature from the **Printing Shortcuts** tab. Open the printer driver, select the **Printing Shortcuts** tab, and select the printing shortcut for this print job drop-down list.

- To print a borderless document (Windows)
- To print a borderless document (Mac OS)

To print a borderless document (Windows)

1. Load the appropriate media. For more information, see Load media.
2. Open the file that you want to print.
3. From the application, open the print driver:
   a. Click **File**, and then click **Print**.
   b. Click **Properties, Setup** or **Preferences**.
4. Click the **Features** tab.
5. Select the media size from the **Size** drop-down list.
6. Select the **Borderless** check box.
7. Select the media source from the **Paper Source** drop-down list.
8. Select the media type from the **Paper Type** drop-down list.

9. If you are printing photos, select **Best** from the **Print Quality** drop-down list. Alternatively, select **Maximum dpi**, which provides up to 4800 x 1200 optimized dpi* for optimum print quality.

   *Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly.
10. Change any other print settings, and then click **OK**.
11. Print the document.
12. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

To print a borderless document (Mac OS)

1. Load the appropriate media. For more information, see Load media.
2. Open the file that you want to print.
3. Click **File**, and then click **Page Setup**.
4. Select the borderless media size, and then click **OK**.
5. Click **File**, and then click **Print**.
6. Open the **Paper Type/Quality** panel.
7. Click the **Paper tab**, and then select the media type from the **Paper type** drop-down list.
8. If you are printing photos, select **Best** from the **Quality** drop-down list. Alternatively, select **Maximum** dpi, which provides up to 4800 x 1200 optimized dpi*.

   *Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly.
9. Select the media source. If you are printing on thick or photo media, select the manual feed option.
10. Change any other print settings, and then click **Print**.
11. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

Cancel a print job

You can cancel a print job using one of the following methods.

Control panel: Press ✕ (**Cancel** button). This clears the job that the device is currently processing. It does not affect jobs waiting to be processed.

Windows: Double-click the printer icon that appears in the lower-right corner of the computer screen. Select the print job, and then press the **Delete** key on the keyboard.

Mac OS: Double-click the printer in the **Printer Setup Utility**. Select the print job, click **Hold**, and then click **Delete**.

4 Configure and manage

This section is intended for the administrator or individual who is responsible for managing the device. This section contains information about the following topics.

- Manage the device
- Use device management tools
- Understand the self-test diagnostic page
- Understand the network configuration page
- Configure the device (Windows)
- Configure the device (Mac OS)
- Uninstall and reinstall the software

Manage the device

The following, common tools can be used to manage the device. For information about accessing and using the tools, see Use device management tools.

NOTE: Specific procedures might include other methods.

Windows

- Device control panel
- Embedded Web server
- Printer driver
- HP Web Jetadmin

  NOTE: For more information about the HP Web Jetadmin software, open the HP Web Jetadmin software and see its documentation.

- Toolbox
- myPrintMileage

  NOTE: For more information about myPrintMileage, visit the myPrintMileage Web site.

Mac OS

- Device control panel
- Embedded Web server
- HP Printer Utility
- Monitor the device
- Administer the device

Monitor the device

This section provides instructions for monitoring the device.

Use this tool...	to obtain the following information....
Control panel	Obtain information about the status of jobs that are being processed, the operating status of the device, and the status of ink cartridges and printheads.
Embedded Web server	• **Printer status information:** Click the **Information** tab, and then click an option available on the left pane. • **Ink cartridge and printhead status:** Click the **Information** tab, and then click **Ink Supplies** in the left pane. • **Print jobs ink and media usage:** Click the **Settings** tab, and then click **Usage Tracking** in the left pane. • **Email alerts about the device status**: Click the **Settings** tab, and then click **Alerts** in the left pane.
Toolbox (Windows)	**Ink cartridge information:** Click the **Estimated Ink Levels** tab to view the ink-level information, and then scroll to display the **Cartridge Details** button. Click the **Cartridge Details** button to view information about replacement ink cartridges and expirations dates. *
HP Printer Utility (Mac OS)	**Ink cartridge information:** Open the **Information and Support** panel and click **Supplies Status**. *

* The ink levels shown are an estimate only. Actual ink volumes may vary.

Administer the device

This section provides information about administering the device and modifying settings.

Use this tool...	to do the following...
Embedded Web server	• **Set embedded Web server password:** Click the **Settings** tab, and then click **Security** in the left pane. • **Perform device maintenance tasks:** Click the **Settings** tab, and then click **Device Services** in the left pane. • **Language or country/region:** Click the **Settings** tab, and then click **International** in the left pane. • **Configure network settings:** Click the **Networking** tab, and then click an option in the left pane.

(continued)

Use this tool...	to do the following...
	• **Order supplies:** On any tab, click the **Order Supplies** button, and then follow the onscreen instructions. • **Support:** On any tab, click the **Support** button, and then select a support option.
Toolbox (Windows)	**Perform device maintenance tasks:** Click the **Services** tab.
HP Printer Utility (Mac OS)	**Perform device maintenance tasks:** Open the **Information and Support** panel, and then click the option for the task that you want to perform.

Use device management tools

The following lists common tools that can be used to manage the device.

- Embedded Web server
- Toolbox (Windows)
- HP Printer Utility (Mac OS)
- Network Printer Setup Utility (Mac OS)
- HP Web Jetadmin software
- HP Instant Support
- myPrintMileage

Embedded Web server

When the device is connected to a network, you can use the embedded Web server to view status information, change settings, and manage it from your computer.

NOTE: For a list of system requirements for the embedded Web server, see Embedded Web server specifications.

Some settings might be restricted by the requirement for a password.

You can open and use the embedded Web server without being connected to the Internet; however, some features will not be available.

- To open the embedded Web server
- Embedded Web server pages

To open the embedded Web server

You can open the embedded Web server by using these methods:

NOTE: To open the embedded Web server from the HP Printer Utility (Mac OS), the device must be on a network and must have an IP address.

- **Web browser:** In a supported Web browser on your computer, type the IP address that has been assigned to the device.
  For example, if the IP address is 123.123.123.123, type the following address into the Web browser: `http://123.123.123.123`
  The IP address for the device is listed on the network configuration page. For more information, see Understand the network configuration page.
  After opening the embedded Web server, you can bookmark it so that you can return to it quickly in the future.
- **Windows taskbar**: Right-click the HP Digital Imaging Monitor icon, point to the device you wish to view, and then click **Network Settings (EWS)**.
- **HP Printer Utility (Mac OS):** On the **Printer Settings** panel, click **Additional Settings**, and then click the **Open Embedded Web Server** button.

Embedded Web server pages

The embedded Web server contains pages that you can use to view product information and change device settings. The pages also contain links to other e-services.

Pages/buttons	Contents
Information page	Shows status information about the device, its ink supplies and usage, and a log of device events (such as errors).
Settings page	Shows the settings that have been configured for the device and gives you the ability to change these settings. Email alerts allow you to configure the device to send out an email when the device needs attention, such as when a paper jam occurs. You can also track the usage of the device to bill clients or manage supplies.
Networking page	Shows network status and the network settings that have been configured for the device. These pages only appear if the device is connected to a network.
Support and Order Supplies buttons	**Support** provides a number of support services, including e-services such as HP Instant Support, myPrintMileage. For more information, see HP Instant Support and myPrintMileage. **Order Supplies** connects you to online ordering of supplies.

Toolbox (Windows)

The Toolbox provides maintenance information about the device.

NOTE: The Toolbox can be installed from the Starter CD by selecting the full installation option if the computer meets the system requirements.

- To open the Toolbox
- Toolbox tabs

To open the Toolbox

- From the HP Solution Center, click the **Settings** menu, point to **Print Settings**, and then click **Printer Toolbox**.
- Right-click the HP Digital Imaging Monitor in the tray, point to the device, and then click **Display Printer Toolbox**.
- From the Printer Properties, click **Printing Preferences**, **Features or Color Tabs**, and then select **Printer Services**.

Toolbox tabs

The Toolbox contains the following tabs.

Tabs	Contents
Estimated Ink Level	• **Ink Level Information:** Shows estimated ink level for each cartridge. **NOTE:** The ink levels shown are an estimate only. Actual ink volumes may vary. • **Shop Online:** Provides access to a Web site from which you can order printing supplies for the device online. • **Order by Phone:** Shows telephone numbers that you can call to order supplies for the device. Telephone numbers are not available for all countries/regions. • **Cartridge Details:** Shows order numbers and expiration dates of the installed ink cartridges.
Information	**Printer Information:** Provides a link to myPrintMileage and shows the device hardware and printhead health information. Information tab options include: • Hardware information • myPrintMileage (if installed) • HP Instant Support • HP printhead health
Services	• **Print PQ (print quality) Diagnostic Page:** Allows you to diagnose issues affecting the print quality of the device. For more information, see To print the print quality diagnostic page. • **Print Self-Test Diagnostic Page:** Allows you to print the self-test diagnostic page of the device. This page contains information about the device and the supplies. For more information, see Understand the self-test diagnostic page. • **Align Printheads:** Guides you through aligning the printheads. For more information, see To align the printheads. • **Clean Printheads:** Guides you through cleaning the printheads. For more information, see To clean the printheads.

Tabs	Contents
	• **Calibrate Linefeed:** Allows you to perform linefeed calibration. For more information, see To calibrate the linefeed. • **Control Panel Language**: Allows you to set the language used to print reports such as the self-test diagnostic page.

HP Printer Utility (Mac OS)

The HP Printer Utility contains tools to configure print settings, calibrate the device, clean the printheads, print the self-test diagnostic page, order supplies online, and find Web site support information.

- To open the HP Printer Utility
- HP Printer Utility panels

To open the HP Printer Utility

1. From the **Finder**, select **Computer** from the **Go** menu.
2. Select **Library**, and then select **Printers**.
3. Select **HP**, select **Utilities**, and then select **HP Printer Selector**.
4. Select the device and click **Launch Utility**.

HP Printer Utility panels

This section covers the following topics:

- Information and Support panel
- Printer Settings panel

Information and Support panel

- **Supplies Status:** Shows the information about currently installed printheads and ink cartridges.
- **Supply Info:** Shows the ink cartridge replacement options.
- **Device Information:** Displays information about the model and serial number. Also allows you to print the self-test diagnostic page of the device. This page contains information about the device and the supplies. For more information, see Understand the self-test diagnostic page.
- **Print Quality Diagnostics:** Allows you to diagnose issues affecting the print quality of the device. For more information, see To print the print quality diagnostic page.
- **Clean:** Guides you through cleaning the printheads. For more information, see To clean the printheads.
- **Align:** Guides you through aligning the printheads. For more information, see To align the printheads.
- **Calibrate Linefeed:** Allows you to perform linefeed calibration. For more information, see To calibrate the linefeed.

- **Control Panel Language**: Allows you to set the language used to print reports such as the self-test diagnostic page.
- **HP Support:** Gain access to HP Web site where you can find support for the device, register the device, and find information about returning and recycling used printing supplies.

Printer Settings panel

- **Trays Configuration:** Set the default media type and size for a tray.
- **Additional Settings:** Launch the embedded Web server to change network settings. Configure IP settings for network connectivity.

Network Printer Setup Utility (Mac OS)

This tool allows you to configure network settings for the device. You can configure wireless settings such as network location name and wireless mode, and wired settings such as TCP/IP address, router, and subnet mask.

To open the Network Printer Setup Utility

1. From the **Finder**, select **Computer** from the **Go** menu.
2. Select **Library**, and then select **Printers**.
3. Select **HP**, select **Utilities**, and then select **Network Printer Setup Utility**.
4. Follow the onscreen instructions to configure network settings for the device.

HP Web Jetadmin software

The HP Web Jetadmin software is a Web-based management solution for remotely installing, configuring (both individually or in batch mode), monitoring status (including levels for supplies), conducting remote diagnostics, and troubleshooting a wide variety of HP and non-HP network peripherals.

After the software is installed, you can gain access to it from anywhere within your intranet by using a standard Web browser. To get more information or to download the software, go to www.hp.com/go/webjetadmin.

HP Instant Support

HP Instant Support is a suite of Web-based troubleshooting tools. It helps you quickly identify, diagnose, and resolve printing problems.

HP Instant Support provides the following information about your device:

- **Easy access to troubleshooting tips:** Provides tips that are customized for your device.
- **Resolution of specific device errors:** Provides immediate access to information that can help you resolve errors specific to your device.

- **Notification of print driver updates:** Alerts you when there is an update for the printer driver. A message appears on the HP Instant Support homepage; click the link within the message to go directly to the download section of the HP Web site.
- **Managing ink and media usage (myPrintMileage):** Helps you manage and forecast device supplies usage.
- Security and privacy
- To gain access to HP Instant Support

Security and privacy

When you use HP Instant Support, detailed device information, such as the serial number, error conditions, and status, is sent to HP. HP respects your privacy and manages this information according to the guidelines that are outlined in the HP Online Privacy Statement (welcome.hp.com/country/us/en/privacy.html).

NOTE: To view all the data that is sent to HP, select **Source** (for Internet Explorer and Opera) or **Page Source** (for Netscape and Mozilla Firefox) from the **View** menu in your Web browser.

To gain access to HP Instant Support

- **Toolbox (Windows):** Click the **Information** tab, and then click **HP Instant Support**.
- **Embedded Web server:** Click the **Support** button, then click **HP Instant Support**.

NOTE: The **Support** button is available in all pages.

NOTE: Do not bookmark the Web pages that are used to open HP Instant Support. If you bookmark the site and connect to it by using the bookmark, the pages do not contain the current information.

myPrintMileage

myPrintMileage is a service that HP provides to help you track and forecast your device usage and plan the purchase of supplies.

To use myPrintMileage, you must have the following:

- Internet connection
- Device connected

On the myPrintMileage Web site, you can see the print analysis, such as the amount of ink you have used, whether you use more black or color ink, and the estimated number of pages you can print with the remaining amount of ink

To gain access to myPrintMileage

- **Embedded Web server:** Click the **Support** button, and then click **myPrintMileage**.

  NOTE: The **Support** button is available in all pages.

- **Toolbox (Windows):** Click the **Information** tab, and then click **myPrintMileage** and follow the onscreen instructions.
- **Windows taskbar:** Right-click the **HP Digital Imaging** icon in the Windows taskbar, choose the device you wish to view, and then click **myPrintMileage**.

NOTE: Do not bookmark the Web pages that are used to open myPrintMileage. If you bookmark the site and connect to it by using the bookmark, the pages do not contain the current information.

Understand the self-test diagnostic page

Use the self-test diagnostic page to view current device information, ink cartridge status, and printhead health status; to help troubleshoot problems; and to verify installation of optional accessories, such as the duplexer.

If you need to call HP, it is often useful to print the self-test diagnostic page before calling.

1. **Printer Information:** Shows device information (such as the product name, model number, serial number, and firmware version number), the accessories that are installed (such as the duplex unit), and the number of pages printed from the trays and accessories.
2. **Ink Cartridge Status:** Shows the estimated ink levels (represented in graphical form as gauges) and the part numbers and expiration dates of the ink cartridges.

   NOTE: The ink levels shown are an estimate only. Actual ink volumes may vary.

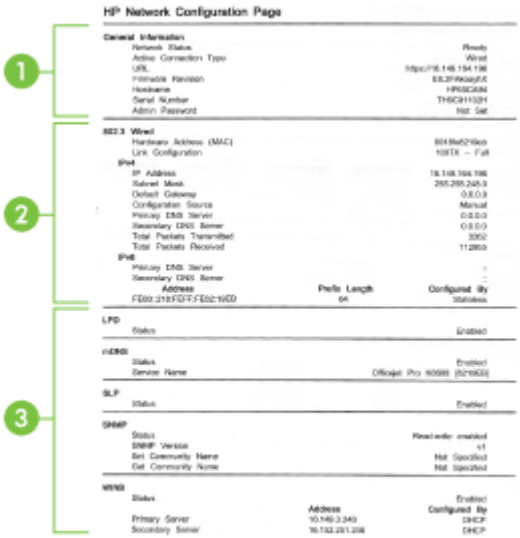
3. **Printhead Status:** Shows the status of the printhead health and the part numbers, first-installation dates, and end-of-warranty dates of the printheads, as well as the accumulated ink usage. The status options for the printhead are: good, fair, and replace. If the status is 'fair', then the print quality must be monitored, but the printhead does not need to replaced. If the status is 'replace', then the printhead should be replaced, as the device will not function until it is.

To print the self-test diagnostic page

- **Toolbox (Windows):** Click the **Services** tab, and then click **Print Self-Test Diagnostic Page**.
- **HP Printer Utility (Mac OS):** Click **Device Information** from the **Information and Support** panel, and then click **Print Configuration Page**.
- **Embedded Web server**: Click **Settings** tab, click **Reports** in the left pane, select **Self-Test Report** from the drop-down list, and then click the **Apply** button.

Understand the network configuration page

The network configuration page shows the network settings for the device.



1. **General Information:** Shows information about the current status and connection type of the network, and other information, such as the URL of the embedded Web server and the hardware address of the device.

   Network Status: This setting can be 'Ready' or 'Offline'. When the setting is 'Offline', it implies either that the IP is being assigned or negotiated by the DNS server, or that the AutoIP or the network is not available.
2. **802.3 Wired:** Shows information about your wired network and on how the device is configured, such as IP address, subnet mask, default gateway, server, and service name. Also contains a **Configured By** field, which shows 'AutoIP' if the device is connected to a peer-to-peer network, and 'DHCP' if the device is assigned an IP address or is configured by a DHCP server.
3. **Network Status:** Shows whether LPD, mDNS, SLP, SNMP, and WINS are enabled or disabled.
   - Line Printer Daemon (LPD) refers to the protocol and programs associated with line-printer spooling services that may be installed on various TCP/IP systems.
   - Multicast Domain Name System (mDNS) services are typically used on small networks for IP address and name resolution (through UDP port 5353) where a conventional DNS server is not used.
   - Service Location Protocol (SLP) is an Internet standard network protocol that provides a framework to allow networking applications to discover the existence, location, and configuration of networked services in enterprise networks.
   - Simple Network Management Protocol (SNMP) is used by network management applications for device management. The device supports SNMPv1 protocol on IP networks.
   - The Windows Internet Naming Service (WINS) server provides Internet Protocol (IP) address and name resolution services for network computers and devices.

To print the network configuration page

- **Control panel:** To print this page, press ✕ on the control panel for 3 seconds.
- **Embedded Web server**: Click **Settings** tab, click **Reports** in the left pane, select **Network Configuration Page** from the drop-down list, and then click the **Apply** button.

Configure the device (Windows)

You can connect the device directly to a computer, or you can share the device among other users on a network.

NOTE: Microsoft Internet Explorer 6.0 or later must be installed on the computer system to run the installation program.

In addition, you must have administrator privileges to install a printer driver on Windows 2000, Windows XP, Windows Vista, or Windows Server 2003.

When setting up the device, HP recommends that you connect it after you install the software because the installation program is designed to provide you with the easiest

setup experience. However, if you have connected the cable first, see To connect the device before installing the software.

Direct connection

You can connect the device directly to your computer using a USB cable.

NOTE: If you install the device software and connect the device to a computer running Windows, you can connect additional devices to the same computer with USB cables without reinstalling the device software.

When setting up the device, HP recommends that you connect the device after you install the software because the installation program is designed to provide you with the easiest setup experience. However, if you have connected the cable first, see To connect the device before installing the software.

To install the software before connecting the device (recommended)

1. Close any applications that are running.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
3. On the CD menu, click **Install** and follow the onscreen instructions.
4. When prompted, turn on the device and connect it to the computer using a USB cable. The **Found New Hardware** wizard appears on the computer screen, and the device icon is created in the Printers folder.

NOTE: You may connect the USB cable at a later time when you need to use the device.

You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see To share the device on a locally shared network.

To connect the device before installing the software

If you connected the device to the computer before installing the device software, the **Found New Hardware** wizard displays on the computer screen.

NOTE: If you turned on the device, do not turn it off or unplug the cable from the device while the installation program is running. If you do so, the installation program will not finish.

1. In the **Found New Hardware** dialog box that displays methods for locating the printer driver, select the Advanced option, and then click **Next**.

   NOTE: Do not allow the **Found New Hardware** wizard to perform an automatic search for the printer driver.

2. Select the check box for specifying the driver location, and ensure that the other check boxes are clear.
3. Insert the Starter CD into the CD drive. If the CD menu appears, close it.
4. Browse to locate the root directory on the Starter CD (for example, D), and then click **OK**.

5. Click **Next** and follow the onscreen instructions.
6. Click **Finish** to close the **Found New Hardware** wizard. The wizard automatically starts the installation program (this might take a short while).
7. Complete the installation process.

NOTE: You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see To share the device on a locally shared network.

To share the device on a locally shared network

In a locally shared network, the device is connected directly to the USB connector of a selected computer (known as the server) and is shared by other computers (clients).

NOTE: When sharing a directly connected device, use the computer with the newest operating system as the server. For example, if you have a computer running Windows XP and another computer running an older version of Windows, use the computer running Windows XP as the server.

Use this configuration only in small groups or when usage is low. The connected computer is slowed down when many users print to the device.

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Right-click the device icon, click **Properties**, and then click the **Sharing** tab.
3. Click the option to share the device, and give it a share name.
4. To share the device with client computers that use other versions of Windows, click **Additional Drivers** to install those drivers as a convenience to the users. You must have the Starter CD in your CD drive.

Network connection

If the device has network capability, it can be shared in a network environment by connecting it directly to the network. This type of connection offers the ability to manage the device using the embedded Web server from any computer on the network.

NOTE: Microsoft Internet Explorer 6.0 or later must be installed on the computer system to run the installation program.

Choose the installation option for the type of network you have:

- **Client/server network:** If your network has a computer acting as a dedicated print server, install the device software on the server, and then install the device software on the client computers. For more information see To install the device on a network and To install the device software on client computers. This method does not allow you to share the full functionality of the device. Client computers can only print from the device.
- **Peer-to-peer network:** If you have a peer-to-peer network (a network without a dedicated print server), install the software on the computers that will be using the device. For more information, see To install the device on a network.

In addition, you can connect to a network printer on both types of networks using the **Add Printer** wizard in Windows. For more information, see To install the printer driver using Add Printer.

To install the device on a network

Use the following steps to install the device software in the following networking scenarios:

You have a peer-to-peer network (a network without a dedicated print server)

1. Remove the protective cover from the device's network port and connect the device to the network.
2. Close any third-party firewall and any applications that are running on the computer system that are acting as the print server.
3. Insert the Starter CD into the CD drive. The CD menu starts automatically. If the CD menu does not start automatically, browse to the CD drive of the computer and double-click **Setup.exe**.
4. On the CD menu, click **Install**, and then follow the onscreen instructions.
5. On the **Connection Type** screen, select **Wired network/Wireless**, and then click **Next**.
6. Follow the onscreen instructions to complete the installation.

NOTE: To share the device with Windows client computers, see To install the device software on client computers and To share the device on a locally shared network.

To install the device software on client computers

After printer drivers are installed on the computer that is acting as the print server, the printing functionality can be shared. Individual Windows users who want to use the network device must install the software on their computers (clients).

A client computer can connect to the device in the following ways:

- In the Printers folder, double-click the **Add Printer** icon and follow the instructions for a network installation. For more information, see To install the printer driver using Add Printer.
- On the network, browse to the device and drag it to your Printers folder.
- Add the device and install the software from the INF file on your network. On the Starter CD, the INF files are stored in the root directory of the CD.

To install the printer driver using Add Printer

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Double-click **Add Printer**, and then click **Next**.
3. Select **Network Printer** or **Network Printer Server**.
4. Click **Next**.

5. Do one of the following:

   Type in the network path or queue name of the shared device, and then click **Next**. Click **Have Disk** when prompted to select the device model.

   Click **Next** and locate the device in the list of shared printers.
6. Click **Next** and follow the onscreen instructions to complete the installation.

To install the device in a pure IPV6 network environment

If you are connecting the device to a Windows XP or Windows Vista computer on a pure IPV6 network, follow these instructions to install the printer driver.

NOTE: If you attempt to install the device software from the Starter CD, you will not be able to find the device and complete the software setup.

NOTE: In pure IPv6 network environment, only the printer driver is available. Other device software features such as Toolbox and Solution Center will not be available.

To install the device drive on Windows XP

1. Connect the HP device to your network.
2. Install the HP Standard TCP/IP port monitor from the util\ipv6 folder on the Starter CD.

   NOTE: Click Next, if you see a dialog stating that the device cannot be identified.
3. Print a network configuration page from the device to obtain the IP address. For more information, see Understand the network configuration page.
4. In the Windows Add Print Wizard, create a local printer and select HP Standard TCP/IP Port.
5. When prompted, type the Stateless IPv6 address of the HP device printed on the Network configuration page. For example, 2001:DB8:1::4A50:33GFF:FE32:3333.

   NOTE: The device status is not available in pure IPv6 network environment running Windows XP.

To install the printer driver on Windows Vista

1. Click **Start** and then **Network**.
2. Right-click on the device you are installing, and then click **Install**.
3. When prompted for the printer driver, select the root level of the Starter CD.

Configure the device (Mac OS)

You can use the device with a single Macintosh computer using a USB cable, or you can share it among other users on a network.

This section contains the following topics:

- To install the software for network or direct connection
- To share the device on a locally shared network

To install the software for network or direct connection

1. Connect the device to your computer with a USB cable.
2. Insert the Starter CD into the CD drive. Double-click the CD icon on the desktop, and then double-click the setup icon. Also, you can locate the Installer folder on the Starter CD.
3. Click **Install Software** and follow the onscreen instructions.
4. If necessary, share the device with other Macintosh computer users.
   - **Direct connection:** Share the device with the other Macintosh computer users. For more information, see To share the device on a locally shared network.
   - **Network connection:** Individual Macintosh computer users who want to use the device on the network must install the device software on their computers.

To share the device on a locally shared network

When you connect the device directly, you can share it with other computers using a simple form of networking known as locally shared networking. Use this configuration only in small groups or when usage is low. The connected computer is slowed down when many users print to the device.

Basic requirements for sharing in the Mac OS environment include the following items:

- The Macintosh computers must be communicating on the network using TCP/IP, and they must have IP addresses. (AppleTalk is not supported.)
- The device that is being shared must be connected to a built-in USB port on the host Macintosh computer.
- Both the host Macintosh computer and the client Macintosh computers that are using the shared device must have device sharing software installed, and the driver or PPD for the device that is installed. (You can run the installation program to install the device sharing software and associated Help files.)

For more information about USB device sharing, see the support information on the Apple Web site (www.apple.com) or the Apple Macintosh Help on the computer.

To share the device among computers running Mac OS

1. Turn on printer sharing on all Macintosh computers (host and clients) that are connected to the printer. Depending on the OS version you are using, do one of the following:
   - **Mac OS 10.3**: Open **System Preferences**, click **Print & Fax**, and then check the box next to **Share my printers with other computers**.
   - **Mac OS 10.4**: Open **System Preferences**, click **Print & Fax**, click the **Sharing** tab, check the box next to **Share these printers with other computers**, and then select the printer to be shared.
2. To print from the other Macintosh computers (the clients) on the network, do the following:
   a. Click **File**, and then select **Page Setup** in the document you want to print.
   b. In the drop-down menu next to **Format for**, select **Shared Printers**, and then select your device.
   c. Select the **Paper Size**, and then click **OK**.

d. In the document, click **File**, and then select **Print**.

e. From the drop-down menu next to **Printer**, select **Shared Printers**, and then select your device.

f. Make additional settings, if necessary, and then click **Print**.

Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the device application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the device.

There are three methods to uninstall the software on a Windows computer, and one method to uninstall on a Macintosh computer.

To uninstall from a Windows computer, method 1

1. Disconnect the device from your computer. Do not connect it to your computer until after you have reinstalled the software.
2. Press the **Power** button to turn off the device.
3. On the Windows taskbar, click **Start**, select **Programs** or **All Programs**, select **HP**, select the device you want to uninstall, and then click **Uninstall**.
4. Follow the onscreen instructions.
5. If you are asked whether you would like to remove shared files, click **No**.
   Other programs that use these files might not work properly if the files are deleted.
6. Restart your computer.
7. To reinstall the software, insert the device Starter CD into your computer's CD-ROM drive, follow the onscreen instructions, and also see To install the software before connecting the device (recommended).
8. After the software is installed, connect the device to your computer.
9. Press the **Power** button to turn the device on.
   After connecting and turning on the device, you might have to wait several minutes for all of the Plug and Play events to complete.
10. Follow the onscreen instructions.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.

To uninstall from a Windows computer, method 2

NOTE: Use this method if **Uninstall** is not available in the Windows Start menu.

1. On the Windows taskbar, click **Start**, select **Settings**, select **Control Panel**, and then click **Add/Remove Programs**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Programs and Features**.
2. Select the device you want to uninstall, and then click **Change/Remove** or **Uninstall/Change**.
3. Disconnect the device from your computer.

4. Restart your computer.

   NOTE: It is important that you disconnect the device before restarting your computer. Do not connect the device to your computer until after you have reinstalled the software.

5. Insert the device Starter CD into your computer's CD-ROM drive and then start the Setup program.
6. Follow the onscreen instructions and also see To install the software before connecting the device (recommended).

To uninstall from a Windows computer, method 3

NOTE: Use this method if **Uninstall** is not available in the Windows Start menu.

1. Insert the device Starter CD into your computer's CD-ROM drive, and then start the Setup program.
2. Disconnect the device from your computer.
3. Select **Uninstall** and follow the onscreen directions.
4. Restart your computer.

   NOTE: It is important that you disconnect the device before restarting your computer. Do not connect the device to your computer until after you have reinstalled the software.

5. Start the Setup program for the device again.
6. Select **Install**.
7. Follow the onscreen instructions and also see To install the software before connecting the device (recommended).

To uninstall from a Macintosh computer

1. Launch **HP Device Manager**.
2. Click **Information and Settings**.
3. Select **Uninstall your HP Software** from the pull-down menu.
   Follow the onscreen instructions.
4. After the software is uninstalled, restart your computer.
5. To reinstall the software, insert the device Starter CD into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM, and then double-click **HP Installer**.
7. Follow the onscreen instructions and also see To install the software for network or direct connection.

5 Maintain and troubleshoot

This section contains the following topics:

- Supported ink cartridges
- Replace the ink cartridges
- Maintain the printheads
- Store printing supplies
- Troubleshooting tips and resources
- Solve printing problems
- Poor print quality and unexpected printouts
- Solve paper-feed problems
- Solve device management problems
- Troubleshoot installation issues
- Clear jams

Supported ink cartridges

The availability of ink cartridges varies by country/region. The ink cartridges might come in different sizes. To obtain a list of supported ink cartridges for your device, print the self-test diagnostic page and read the information in the ink cartridge status section. For more information, see Understand the self-test diagnostic page.

You can find the ink cartridge number in the following places:

NOTE: Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information see www.hp.com/go/inkusage.

- On the self-test diagnostic page (see Understand the self-test diagnostic page).
- On the label of the ink cartridge you are replacing.
- On the Information page of the embedded Web server (see Embedded Web server).
- **Windows**: From the **Toolbox**, if you have bidirectional communication, click the **Estimated Ink Levels** tab, scroll to display the **Cartridge Details** button, and then click **Cartridge Details**.
- **Mac OS**: From the **HP Printer Utility,** click **Supply Info** from the **Information and Support** panel, and then click **Retail Supplies Information**.

Replace the ink cartridges

You can check the estimated ink levels from the Toolbox (Windows), the HP Printer Utility (Mac OS), or the embedded Web server. For information about using these tools, see Use device management tools. You can also print the self-test diagnostic page to view this information (see Understand the self-test diagnostic page).

NOTE: The ink levels shown are an estimate only. Actual ink volumes may vary.

After removing a cartridge from its package, install it right away. Do not remove a cartridge from the device for long periods of time.

To find out which ink cartridges work with your device, see Supplies.

To replace the ink cartridges

1. Gently pull open the ink cartridge cover.

2. Remove the ink cartridge that requires replacement by grasping it between your thumb and forefinger and pulling it firmly toward you.

3. Remove the new ink cartridge from its package.
4. Align the cartridge with its color-coded slot and insert the cartridge into the slot. Press down firmly on the cartridge to ensure proper contact.
5. Close the ink cartridge cover.

Maintain the printheads

If printed characters are incomplete, or dots or lines are missing from printouts, ink nozzles might be clogged and you might need to clean the printheads.

When the quality of printouts deteriorates, complete the relevant steps based on the following sequence:

1. Check the health of the printheads. For more information, see To check printhead health.
2. Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.
3. Clean the printheads. For more information, see To clean the printheads.
4. Replace the printheads if the problems persist after cleaning. For more information, see To replace the printheads.

△ **CAUTION:** HP is not responsible for damage to the device that results from modifying the printheads.

This section covers the following printhead maintenance tasks:

- To check printhead health
- To print the print quality diagnostic page
- To calibrate the linefeed
- To clean the printheads
- To align the printheads
- To clean the printhead contacts manually
- To replace the printheads

To check printhead health

Use one of the following means to check the printhead health. If the status of any printhead is not good or fair, then perform one or more of the maintenance functions, or clean or replace the printhead.

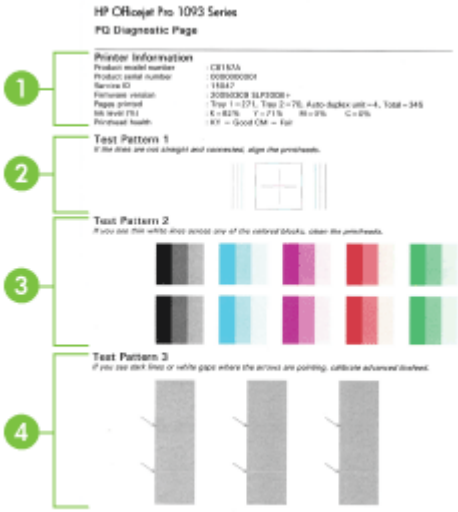
- **Self-Test Diagnostic Page:** Print the self-test diagnostic page on a clean sheet of white paper, and check the printhead health section. For more information, see Understand the self-test diagnostic page.
- **Embedded Web server:** Open the embedded Web server. For more information, see Embedded Web server. Click the **Information** tab, and then click **Ink Supplies** in the left pane.
- **Toolbox (Windows):** Open the Toolbox. For more information, see To open the Toolbox. Click the **Information** tab, and then click **Printhead Health**.

To print the print quality diagnostic page

Use the print quality diagnostic page to diagnose issues affecting the print quality. This will help you decide whether to run any maintenance services to improve the print quality of your printouts. You can also view the ink level information, and the printhead health status on the page.

- **Control panel:** Press and hold (**Power** button), press (**Cancel** button) seven times, press (**Resume** button) two times, and release (**Power** button).
- **Embedded Web server:** Click the **Settings** tab, click **Device Services** in the left pane, select **Print PQ (print quality) diagnostic page** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.

- **Toolbox (Windows):** Click the **Services** tab, and then click **Print PQ (print quality) diagnostic page** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Click **Print Quality Diagnostics** from the **Information and Support** panel.



1	**Printer Information:** Shows device information (such as the product model number, serial number, and firmware version number), the number of pages printed from the trays and duplexer, the ink level information, and the printhead health status.
2	**Test Pattern 1:** If the lines are not straight and connected, align the printheads. For more information, see To align the printheads.
3	**Test Pattern 2:** If there are thin white lines across any of the colored blocks, clean the printheads. For more information, see To clean the printheads.
4	**Test Pattern 3:** If there are dark lines or white gaps where the arrows are pointing, calibrate the linefeed. For more information, see To calibrate the linefeed.

To calibrate the linefeed

If your printout is showing bandings (dark or light lines across colored block) or staggered lines, calibrate the printer's linefeed.

- **Control panel:** Press and hold (**Power** button), press (**Cancel** button) 14 times, press (**Resume** button) six times, and release (**Power** button).
- **Embedded Web server:** Click the **Settings** tab, click **Device Services** in the left pane, select **Calibrate Linefeed** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.

- **Toolbox (Windows):** Click the **Services** tab, and then click **Calibrate Linefeed** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Click **Calibrate Linefeed** from the **Information and Support** panel.

To clean the printheads

If printed characters are incomplete, or dots or lines are missing from printouts, ink nozzles might be clogged and you might need to clean the printheads.

NOTE: Cleaning uses ink, so clean the printheads only when necessary.

The cleaning process takes up to 3.5 minutes. Some noise might be generated in the process.

- **Control panel:** Press and hold (**Power** button), press (**Cancel** button) two times, press (**Resume** button) one time, and release (**Power** button).
- **Embedded Web server:** Click the **Device Settings** tab, click **Device Services** in the left pane, select **Clean Printheads** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.
- **Toolbox (Windows):** Click the **Services** tab, and then click **Clean Printheads** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Click **Clean** from the **Information and Support** panel.

To align the printheads

Whenever you replace a printhead, the device automatically aligns the printheads to ensure the best print quality. However, if the appearance of your printed pages indicates that the printheads are misaligned, you can start the alignment process manually.

- **Control panel:** Press and hold (**Power** button), press (**Resume** button) three times, and release (**Power** button).
- **Embedded Web server:** Click the **Settings** tab, click **Device Services** in the left pane, select **Align Printer** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.
- **Toolbox (Windows):** Click the **Services** tab, and then click **Align Printheads** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Click **Align** from the **Information and Support** panel.

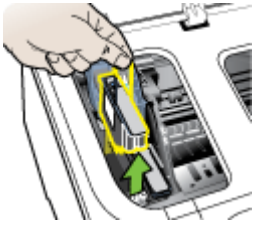
To clean the printhead contacts manually

After the printheads are installed, one or more of the printhead lights might be blinking. If the printhead lights are blinking, you might need to clean the electrical contacts on the printheads and in the device.

CAUTION: Clean the electrical contacts only after you have attempted to clean the printheads. Electrical contacts contain sensitive electronic components that can be damaged easily. For more information, see To clean the printheads.

1. Open the cover.
2. If the carriage does not move to the left automatically, press and hold the (**Resume** button) until the carriage moves to the left. Wait for the carriage to stop moving, and then unplug the power cord from the printer.
3. Lift the printhead latch.

4. Lift the handle of the printhead you want to replace and and pull the printhead out of its slot.



5. Obtain clean, dry, soft and lint-free cleaning material. Suitable materials include paper coffee filters and eyeglass lens cleaning paper.

   △ **CAUTION:** Do not use water.

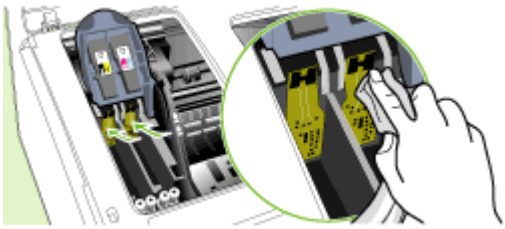
6. Wipe the electrical contacts on the printhead but do not touch the nozzles.

△ **CAUTION:** The electrical contacts are small copper-color squares, grouped on one face of the printhead.

The nozzles are on a different face of the printhead. Ink will be visible on the nozzles.

Touching the nozzles can cause permanent nozzle damage. Also, ink can permanently mark clothing.

7. After cleaning, place the printhead on a sheet of paper or paper towel. Make sure the nozzles are facing up and are not in contact with the paper.
8. Clean the electrical contacts in the printhead slot inside the device with a clean, dry, soft and lint-free cloth.



9. Plug in the power cord and turn on the device. The control panel should indicate that the printhead is missing.
10. Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to ensure proper contact.
11. Pull the printhead latch all the way forward, and then press down to ensure that the latch is properly engaged. You might have to apply some pressure to engage the latch.
12. Where necessary, repeat the above steps for the remaining printhead.
13. Close the cover.
14. If the printhead light is still blinking, repeat the cleaning procedure described above for the printhead which corresponds to the blinking printhead light.

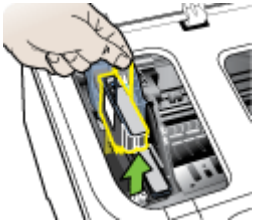
15. If the printhead light continues to blink, replace the printhead which corresponds to the blinking printhead light.
16. Wait while the device initializes the printheads and prints the alignment pages. If the device does not print the pages, start the alignment process manually. For more information, see To align the printheads.

To replace the printheads

NOTE: To find out which printheads work with your printer, see Supplies.

1. Open the cover.
2. If the carriage does not move to the left automatically, press and hold the (**Resume** button) until the carriage moves to the left. Wait for the carriage to stop moving, and then unplug the power cord from the printer.
3. Lift the printhead latch.

4. Lift the handle of a printhead and use it to pull the printhead out of its slot.



5. Before installing a printhead, shake the printhead up and down at least six times while the printhead is still in its packaging.

6. Remove the new printhead from its package, and then remove its orange protective caps.

△ **CAUTION:** Do not shake printheads after the caps are removed.

7. Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to ensure proper contact.
8. Pull the printhead latch all the way forward, and then press down to ensure that the latch is properly engaged. You might have to apply some pressure to engage the latch.
9. Close the cover.
10. Wait while the device initializes the printheads and prints the alignment pages. If the device does not print the pages, start the alignment process manually. For more information, see To align the printheads.

Store printing supplies

This section covers the following topics:

- Store ink cartridges
- Store printheads

Store ink cartridges

Ink cartridges can be left in the device for extended periods of time. If you remove the ink cartridges, place them in an airtight container, such as a resealable plastic bag.

Store printheads

Printheads can be left in the device for extended periods of time. If you remove the printheads, place them in an airtight container, such as a resealable plastic bag.

Troubleshooting tips and resources

Use the following tips and resources to resolve printing problems.

- For a paper jam, see Clear jams.
- For paper-feed problems, such as the paper skew and paper pick, see Solve paper-feed problems.
- Verify that:
  - Power light is on and not blinking. When the device is turned on for the first time, it takes approximately 10 minutes to initialize it after the printheads are installed.
  - The device is in the ready state. If lights are on or blinking, see Control-panel lights reference.
  - No error messages appear on the computer screen.
  - Power cord and other cables are working, and are firmly connected to the device. Make sure the device is connected firmly to a functioning alternating current (AC) power outlet, and is turned on. For voltage requirements, see Electrical specifications.
  - Media is loaded correctly in the tray and is not jammed in the device.
  - Printheads and ink cartridges are properly installed in their correct color-coded slots. Press down firmly on each one to ensure proper contact. Ensure you have removed the orange protective caps from each printhead.
  - Printhead latch and all covers are closed.
  - The rear access panel or optional duplexer is locked into place.
  - All packing tapes and materials are removed.
  - The device can print a self-test diagnostic page. For more information, see Understand the self-test diagnostic page.
  - The device is set as the current or default printer. For Windows, set it as the default in the Printers folder. For the Mac OS, set it as the default in the Printer Setup Utility. See your computer's documentation for more information.

- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

NOTE: Some problems can be resolved by resetting the device.

Solve printing problems

This section contains the following topics:

- The device shuts down unexpectedly
- All device lights are on or flashing
- The device is not responding (nothing prints)
- Device does not accept printhead
- Device takes a long time to print
- Blank or partial page printed
- Something on the page is missing or incorrect
- Placement of the text or graphics is wrong
- Device prints half a page, then ejects the paper

The device shuts down unexpectedly

Check the power and power connections

Make sure the device is connected firmly to a functioning alternating current (AC) power outlet. For voltage requirements, see Electrical specifications.

All device lights are on or flashing

A non-recoverable error has occurred

Disconnect all cables (such as power cord, network cable, and USB cable), wait about 20 seconds, and reconnect the cables. If the problem persists, visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or product fixes and updates.

The device is not responding (nothing prints)

Check the print queue

A print job might be stuck in the print queue. To fix, open the print queue, cancel the printing of all documents in the queue, and then reboot the computer. After the computer reboots, try printing again. See your operating system help for information on opening the print queue and canceling print jobs.

Check the device setup

For more information, see Troubleshooting tips and resources.

Check the printhead initialization

When printheads are installed or replaced, the device automatically prints a few alignment pages to align the printheads. This process takes about 10 minutes. Until this process is complete, only the automatic alignment pages can be printed.

Check the device software installation

If the device is turned off when printing, an alert message should appear on your computer screen; otherwise, the device software might not be installed correctly. To resolve this, uninstall the software completely, and then reinstall the device software. For more information, see Uninstall and reinstall the software.

Check the cable connections

- Make sure both ends of the network/USB cable are secure.
- If the device is connected to a network, check the following:
  - Check the Link light on the back of the device.
  - Make sure you are not using a phone cord to connect the device.
  - The network hub, switch, or router is turned on and working properly.

Check the device setup for a network environment

Ensure the correct device driver and printer driver port are being used. For more information about network connections, see Configure the device (Windows), Configure the device (Mac OS), or the documentation provided by your network vendors.

Check any personal firewall software installed on the computer

The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the device. If there is a problem communicating with the device, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall.

If disabling the firewall allows you to communicate with the device, you might want to assign a static IP address to the device and re-enable the firewall.

Device does not accept printhead

Check the printhead latch

Make sure the printhead latch is properly closed.

Check the printhead

Make sure the printhead is inserted into its correct color-coded slot. For more information, see To replace the printheads.

Clean the printhead

Complete the printhead cleaning procedure. For more information, see Maintain the printheads.

Turn off the device after removing the printhead

After removing the printhead, turn off the device, wait about 20 seconds, and turn it on again without the printhead installed. After the device has restarted, reinsert the printhead.

Device takes a long time to print

Check the system resources

Make sure your computer has enough resources to print the document in a reasonable amount of time. If the computer meets only the minimum system requirements, documents might take longer to print. For more information on minimum and recommended system requirements, see System requirements. In addition, if the computer is too busy running other programs, documents can print more slowly.

Check the device software settings

Print speed is slower when **Best** or **Maximum dpi** is selected as the print quality. To increase the print speed, select different print settings in the device driver. For more information, see Change print settings.

Blank or partial page printed

Check for empty ink cartridges

Check the control panel or the embedded Web server (see Embedded Web server) to see which cartridge is low or empty. The Toolbox (Windows), HP Printer Utility (Mac OS), and the self-test diagnostic page (see Understand the self-test diagnostic page) provide information about ink levels. If you are printing black text and a blank page prints, the black cartridge might be empty. For more information, see Replace the ink cartridges.

Check the printhead latch

Make sure the printhead latch is properly closed.

Check the printhead

- Make sure the printhead is inserted into its correct color-coded slot. For more information, see To replace the printheads.
- Remove the printhead, and check to make sure the orange protective caps have been removed from the printhead.

Clean the printhead

Complete the printhead cleaning procedure. For more information, see Maintain the printheads.

Turn off the device after removing the printhead

Remove the printhead. Place the printhead on a sheet of paper or paper towel. Make sure the nozzle is facing up and not in contact with the paper. Turn off the device, wait

about 20 seconds, and turn it on again without the printhead installed. After it has restarted, reinsert the printhead.

Check the media settings

- Make sure you select the correct print quality settings in the printer driver for the media loaded in the trays.
- Make sure the page settings in the printer driver match the page size of media loaded in the tray.

Something on the page is missing or incorrect

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Check the margin settings

Make sure the margin settings for the document do not exceed the printable area of the device. For more information, see Set minimum margins.

Check the color print settings

Make sure **Print in Grayscale** is not selected in the printer driver. For information on changing this setting, see Change print settings.

Check the device location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the device away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Placement of the text or graphics is wrong

Check how the media is loaded

Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the trays are not overloaded. For more information, see Load media.

Check the media size

- Content on a page might be cut off if the document size is larger than the media that you are using.
- Make sure the media size selected in the printer driver match the size of media loaded in the tray.

Check the margin settings

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your device. For more information, see Set minimum margins.

Check the page-orientation setting

Make sure the media size and page orientation selected in the application match the settings in the printer driver. For more information, see Change print settings.

Check the device location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the device away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

If the above solutions do not work, the problem may be caused by the inability of the application to interpret print settings properly. See the release notes for known software conflicts, refer to the application's documentation, or contact the software manufacturer for specific help.

Device prints half a page, then ejects the paper

Check the ink cartridges

The ink cartridges may be low on ink, and the print job was cancelled. Replace the ink cartridges, and then resend the print job to the device. For more information, see Replace the ink cartridges.

Poor print quality and unexpected printouts

This section covers the following topics:

- Poor quality printouts
- Meaningless characters print
- Ink is smearing
- Ink is not filling the text or graphics completely
- Output is faded or dull colored
- Colors are printing as black and white
- Wrong colors are printing
- Printout shows bleeding colors
- Colors do not line up properly
- Lines or dots are missing from text or graphics

Poor quality printouts

Check the printheads and ink cartridges

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Check the paper quality

The paper might be too moist or too rough. Make sure the media meets HP specifications, and try to print again. For more information, see Select print media.

Check the type of media loaded in the device

- Make sure the tray supports the type of media you have loaded. For more information, see Understand specifications for supported media.
- Make sure you have selected the tray in the print driver that contains the media that you want to use.

Check the device location and length of USB cable

High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the device away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Turn off the device after removing the printhead

Remove the printhead. Place the printhead on a sheet of paper or paper towel. Make sure the nozzle is facing up and not in contact with the paper. Turn off the device, wait about 20 seconds, and turn it on again without the printhead installed. After it has restarted, reinsert the printhead.

Meaningless characters print

If an interruption occurs to a job that is printing, the device might not recognize the rest of the job.

Cancel the print job and wait for the device to return to the ready state. If the device does not return to the ready state, cancel all jobs and wait again. When the device is ready, resend the job. If prompted by the computer to retry the job, click **Cancel**.

Check the cable connections

If the device and computer are connected with a USB cable, the problem may be due to a poor cable connection.

Make sure the cable connections at both ends are secure. If the problem persists, turn off the device, disconnect the cable from the device, turn on the device without connecting the cable, and delete any remaining jobs from the print spooler. When the Power light is on and not flashing, reconnect the cable.

Check the document file

The document file may be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

Ink is smearing

Check the print settings

- When you print documents that use much ink, allow more time to dry before handling the printouts. This is especially true for transparencies. In the printer driver, select the **Best** print quality, and also increase the ink drying time and reduce the ink saturation using the ink volume under the advanced features (Windows) or ink features (Mac OS). However, note that decreasing ink saturation might give printouts a "washed-out" quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using the **Best** print quality. Try using another print mode, such as **Normal**, to reduce ink, or use HP Premium Paper designed for printing vivid color documents. For more information, see Change print settings.

Check the media type

Some types of media do not accept ink well. For these types of media, ink will dry more slowly and smearing may occur. For more information, see Select print media.

Ink is not filling the text or graphics completely

Check the media type

Some media types are not suitable for use with the device. For more information, see Select print media.

Check the print mode

Try using the **Best** mode in the printer driver. For more infromation, see Change print settings.

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Output is faded or dull colored

Check the print mode

To get better results, select **Normal** or **Best**. For more information, see Change print settings.

Check the paper type setting

When printing on transparencies or other special media, select the corresponding media type in the print driver. For more information, see To print on special or custom-sized media (Windows).

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Colors are printing as black and white

Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver. For information on changing this setting, see Change print settings.

Wrong colors are printing

Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver. For information on changing this setting, see Change print settings.

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Printout shows bleeding colors

Check the ink cartridges

Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the device or printhead. HP does not guarantee or support refilled ink cartridges. For ordering information, see HP supplies and accessories.

Check the media type

Some media types are not suitable for use with the device. For more information, see Select print media.

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Colors do not line up properly

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Check the graphics placement

Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

Lines or dots are missing from text or graphics

Check the print mode

Try using the **Best** mode in the printer driver. For more information, see Change print settings.

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Solve paper-feed problems

For information on resolving jams, see Clear jams.

- A paper-feed problem is occurring

A paper-feed problem is occurring

Media is not supported for the printer or tray

Use only media that is supported for the device and the tray being used. For more information, see Understand specifications for supported media.

Media is not picked up from a tray

- Make sure media is loaded in the tray. For more information, see Load media. Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.

- When using thin special media, make sure that the tray is completely loaded. If you are using special media that is only available in small quantities, try placing the special media on top of other paper of the same size to help fill the tray. (Some media is picked up more easily if the tray is full.)
- If you are using thick special media (such as brochure paper), load media so that the tray is between 1/4 and 3/4 full. If necessary, place the media on top of other paper of the same size so that the stack height is within this range.

Media is not coming out correctly

- Make sure the output tray extension is extended; otherwise, printed pages may fall off the device.

- Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.

Pages are skewing

- Make sure the media loaded in the trays is aligned to the paper guides. If the tray is removable, pull out the tray from the device and reload the media properly, making sure that the paper guides are properly aligned.
- Make sure the rear access panel or duplexer is properly installed.
- Load media into the device only when it is not printing.
- When reinserting a removeable tray into the device, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the device, causing the device to jam or pick multiple sheets at one time.

Multiple pages are being picked up

- Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure the tray is not overloaded with paper.
- When using thin special media, make sure that the tray is completely loaded. If you are using special media that is only available in small quantities, try placing the special media on top of other paper of the same size to help fill the tray. (Some media is picked up more easily if the tray is full.)

- If you are using thick special media (such as brochure paper), load media so that the tray is between 1/4 and 3/4 full. If necessary, place the media on top of other paper of the same size so that the stack height is within this range.
- When reinserting a removeable tray into the device, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the device, causing the device to jam or pick multiple sheets at one time.
- Use HP media for optimum performance and efficiency.
- Do not load the paper when the carriage is moving.

Solve device management problems

This section provide solutions to common problems that involve managing the device. This section contains the following topic:

NOTE: If you are accessing the Embedded Web Server using HTTPS protocol, you may encounter browser security warnings. This is normal. You can install the certificate and continue to the EWS website.

- Embedded Web server cannot be opened

Embedded Web server cannot be opened

Check your network setup

- Make sure you are not using a phone cord or a cross cable to connect the device to the network. For more information, see Configure the device (Windows) or Configure the device (Mac OS).
- Make sure the network cable is securely connected to the device.
- Make sure the network hub, switch, or router is turned on and working properly.

Check the computer

Make sure the computer that you are using is connected to the network.

Check your Web browser

Make sure the Web browser meets the minimum system requirements. For more information, see System requirements.

Check the device IP address

- To check the IP address of the device from the control panel, print the network configuration page. For more information, see Understand the network configuration page.
- Ping the device using the IP address from the command prompt.
  For example, if the IP address is 123.123.123.123, type the following at the MS-DOS prompt:
  `C:\Ping 123.123.123.123`
  If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.

Troubleshoot installation issues

If the following topics do not help, see Support and warranty for information about HP support.

- Hardware installation suggestions
- Software installation suggestions
- Solve network problems

Hardware installation suggestions

Check the device

- Make sure that all packing tape and material have been removed from outside and inside the device.
- Make sure that the device is loaded with paper.
- Make sure that no lights are on or blinking except the **Power** light, which should be on. If a light other than the **Power** light is on or blinking, there is an error. For more information, see Control-panel lights reference.
- Make sure that the device can print a self-test diagnostic page.
- Make sure that the rear access panel or duplexer is locked into place.

Check the hardware connections

- Make sure that any cords and cables that you are using are in good working order.
- Make sure that the power cord is connected securely to both the device and to a working power outlet.

Check the printheads and ink cartridges

- Make sure that all of the printheads and ink cartridges are firmly installed in their correct, colorcoded slot. Press down firmly on each one to ensure proper contact. The device cannot work if they are not all installed.
- Make sure that all latches and covers are closed properly.

Software installation suggestions

Check the computer system

- Make sure that your computer is running one of the supported operating systems.
- Make sure that the computer meets at least the minimum system requirements.
- In the Windows device manager, make sure that the USB drivers have not been disabled.
- If you are using a computer running Windows, and the computer cannot detect the device, run the uninstallation utility (util\ccc\uninstall.bat on the Starter CD) to perform a clean uninstallation of the device driver. Restart your computer, and reinstall the device driver.

Verify installation preliminaries

- Make sure to use the Starter CD that contains the correct installation software for your operating system.
- Before installing software, make sure that all other programs are closed.
- If the computer does not recognize the path to the CD-ROM drive that you type, make sure that you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD-ROM drive, inspect the Starter CD for damage. You can download the device driver from the HP Web site (www.hp.com/support).

NOTE: After correcting any problems, run the installation program again.

Solve network problems

General network troubleshooting

- If you are unable to install the device software, verify that:
  - All cable connections to the computer and the device are secure.
  - The network is operational and the network hub is turned on.
  - All applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled for computers running Windows.
  - Make sure the device is installed on the same subnet as the computers that will be using the device.
  - If the installation program cannot discover the device, print the network configuration page and enter the IP address manually in the installation program. For more information, see Understand the network configuration page.
- If you are using a computer running Windows, make sure that the network ports created in the device driver match the device IP address:
  - Print the device's network configuration page.
  - Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
    - Or -
    Click **Start**, click **Control Panel**, and then double-click **Printers**.
  - Right-click the device icon, click **Properties**, and then click the **Ports** tab.
  - Select the TCP/IP port for the device, and then click **Configure Port**.
  - Compare the IP address listed in the dialog box and make sure it matches the IP address listed on the network configuration page. If the IP addresses are different, change the IP address in the dialog box to match the address on the network configuration page.
  - Click **OK** twice to save the settings and close the dialog boxes.

Problems connecting to a wired network

If the Link light on the network connector does not turn on, make sure that all of the "General network troubleshooting" conditions are met.

Clear jams

Occasionally, media becomes jammed during a job. Try the following remedies before you attempt to clear the jam.

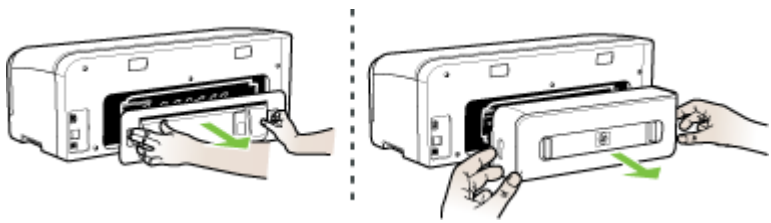
⚠ **WARNING!** Do not reach into the device when it is on or when the carriage is stuck. When you open the print carriage access door, the carriage should return to its position on the right side of the device. If it does not move to the right, turn off the device before you remove any jam.

- Make sure that you are printing with media that meets specifications. For more information, see Select print media.
- Make sure that you are printing with media that is not wrinkled, folded, or damaged.
- Make sure that the input trays are loaded correctly and are not too full. For more information, see Load media.
- Clear a jam in the device
- Tips for avoiding jams

Clear a jam in the device

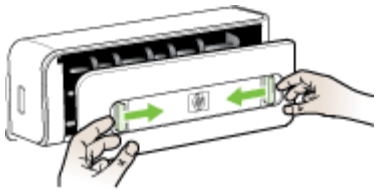
To clear a jam

1. Remove all media from the output tray.
2. Check the rear access panel or the duplexer.
   a. Push the button on either side of the rear access panel or the duplexer, and then remove the panel or unit.



   b. Locate any jammed media inside the device, grasp it with both hands and then pull it towards you.

c. If the jam is not there, push the latches inwards to remove the cover. If the jam is inside the duplexer, carefully remove it. Close the cover.



d. Reinsert the rear access panel or the duplexer into the device.

3. If you cannot locate the jam, lift the output tray and check for a jam in Tray 1. If media is jammed in the tray, do the following:
   a. Raise the output tray.
   b. Pull the paper towards you.

   c. Lower the output tray.
4. Open the print carriage access door. If there is paper remaining inside the device, ensure the carriage has moved to the right of the device, free any paper scraps or wrinkled media, and pull the media towards you through the top of the device.

   ⚠ **WARNING!** Do not reach into the device when it is on and the carriage is stuck. When you open the print carriage access door, the carriage should return to its position on the right side of the device. If it does not move to the right, turn off the device before you remove any jam.

5. After clearing the jam, close all covers, turn on the device (if you turned it off) and resend the print job.

Tips for avoiding jams

- Make sure that nothing is blocking the paper path.
- Do not overload the trays. For more information, see Understand specifications for supported media.
- Load paper properly and when the device is not printing. For more information, see Load media.
- Do not use media that is curled or crumpled.

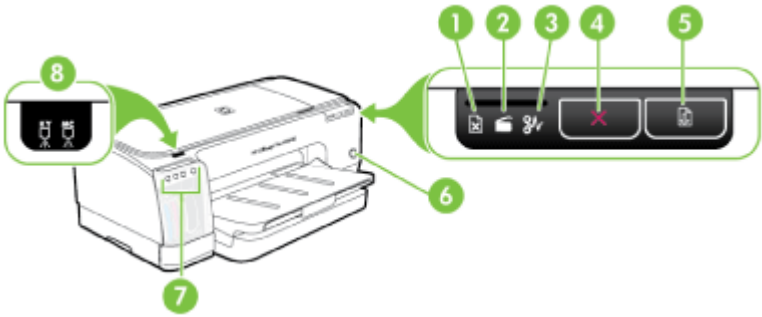
- Always use media that conforms with specifications. For more information, see Select print media.
- Make sure the output tray is not overly full.
- Make sure media is aligned against the right side of a tray.
- Make sure the media length and width guides are adjusted snugly against the media, but do not crinkle or bend it.

6 Control-panel lights reference

The control-panel lights indicate status and are useful for diagnosing printing problems. This section contains information about the lights, what they indicate, and what action to take if necessary.

- Interpreting control-panel lights
- Interpreting network connector lights

Interpreting control-panel lights



1	Out of paper light
2	Door open light
3	Paper jam light
4	Cancel button
5	Resume button and light
6	Power button and light
7	Ink cartridge lights
8	Printhead lights

Visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or product fixes and updates.

Light description/Light pattern	Explanation and recommended action
All lights are off. 	The device is off. • Connect the power cable. • Press (**Power** button).
The Power light is on. 	The device is ready. No action is required.
The Power light blinks. 	The device is turning on or off, or is processing a print job. No action is required. The device is pausing for the ink to dry. Wait for the ink to dry.
The Power light and the Resume light blink. 	The device carriage has stalled. • Open the top cover and remove any obstructions (such as jammed media). • Press (**Resume** button) to continue printing. • If the error persists, turn the device off, and then on again.
The Power light is on and the Resume light blinks. 	Waiting for manual feed slot. • Insert a sheet of paper into the rear manual feed slot. • Press (**Resume** button) to continue printing. Banner paper eject. No action required.

(continued)

Light description/Light pattern	Explanation and recommended action
The Power light, Resume light, and Door Open light are on. 	There is a cover or door open. • Make sure all doors and covers are closed. • Press (**Resume** button) to continue printing.
The Power light and the Resume light blink, and one or more of the ink cartridge lights are on. 	One or more of the ink cartridges have expired. **CAUTION:** Device services or repairs required as a result of using expired ink cartridges will not be covered under warranty. • Replace the indicated ink cartridge. • If you choose to use the expired ink cartridge, press and hold (**Power** button), and press (**Resume** button) three times. All lights except the Power light go off. Damage that results to the printer from using this cartridge is not covered under the warranty.
The Power light is on, and one or more of the printhead lights blink. 	One or more of the printheads are missing. • Install the indicated printhead, and then try to print. • If the error persists after installing the indicated printhead, see Device does not accept printhead. • If the error still persists, replace the indicated printhead.

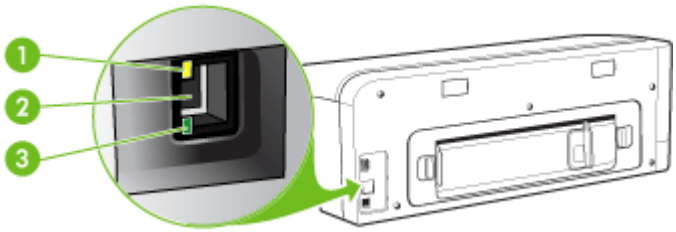
(continued)

Light description/Light pattern	Explanation and recommended action
The Power light and one or more of the printhead lights blink. 	One or more of the printheads are faulty or need attention. • Ensure the indicated printhead is properly installed, and then try to print. Remove and reinsert the printhead if necessary. For more information, see Device does not accept printhead. • If the error persists, replace the indicated printhead.
The Power light is on and one or more of the ink cartridge lights blink. 	One or more of the ink cartridges are missing. • Install the indicated ink cartridge, and then try to print. Remove and re-insert the ink cartridge a few times if necessary. • If the error persists, replace the indicated ink cartridge. One or more of the ink cartridges are low on ink and must be replaced before you can continue printing. Replace the indicated ink cartridge. For ordering information, see HP supplies and accessories.

(continued)

Light description/Light pattern	Explanation and recommended action
The Power light and one or more of the ink cartridge lights blink. 	One or more of the ink cartridges are faulty or need attention. • Ensure the indicated ink cartridge is properly installed, and then try to print. Remove and re-insert the ink cartridge a few times if necessary. • If the error persists, replace the indicated ink cartridge.
The Power light is on, and one or more of the ink cartridge lights are on. 	One or more of the ink cartridges are low on ink and will need to be replaced soon. Get new ink cartridges and replace the existing cartridges when they become empty.
The Power light is on, and the Resume and Out of paper lights blink. 	The device is out of paper. Load paper and press (**Resume** button).
The Power and Resume lights are on, and the Door open light blinks. 	The duplexer or rear cover is missing. Replace the duplexer or rear cover.
The Power, Resume, and Paper jam lights blink. 	Print media is jammed in the device. Remove all media from the output tray. Locate and clear the jam. For more information, see Clear jams.

Interpreting network connector lights



1	Activity light
2	Network connector
3	Link light

Light description/Light pattern	Explanation and recommended action
Link light is on. Activity light is off. 	The device is connected to the network but is not receiving or transmitting data over the network. The device is turned on and idle. No action is required.
Link light is on. Activity light blinks. 	The device is receiving or transmitting data over the network. No action is required.
Link light is off. Activity light is off. 	The device is turned off or is not connected to the network. If the device is turned off, turn on the device. If the device is turned on and a network cable is connected, see Troubleshoot installation issues.

A HP supplies and accessories

This section provides information on HP supplies and accessories for the device. The information is subject to changes, visit the HP Web site (www.hpshopping.com) for the latest updates. You may also make purchases through the Web site.

- Order printing supplies online
- Accessories
- Supplies

Order printing supplies online

Besides the HP Web site, you may order printing supplies using the following tools:

- **Embedded Web server:** Click the **Order Supplies** button from any page in the embedded Web server.
- **Toolbox (Windows):** On the **Estimated Ink Level** tab, click **Shop Online**.
- **HP Printer Utility (Mac OS):** Click **Supplies Status** from the **Information and Support** panel, click the **Shop for HP Supplies** drop-down menu, and then choose **Online**.

Accessories

HP automatic two-sided printing accessory	CB017A	Auto-duplexer allowing printing on both sides of a sheet of paper automatically
HP Wireless Printing Upgrade Kit	Q6236A	Allows wired computers to communicate wirelessly with the device.
HP Jetdirect en1700 External Print Server with IPv6	J7988G	External print server
HP Jetdirect 175x Print Server-Fast Ethernet	J6035G	External print server (USB 1.0)
HP Jetdirect en3700 Fast Ethernet Print Server	J7942G	External print server (USB 2.0)
HP Jetdirect ew2400 802.11g Wireless Print Server (USB 2.0)	J7951G	Wireless or wired external print server

Supplies

This section covers the following topics:

- Ink cartridges
- Printheads
- HP media

Ink cartridges

The availability of ink cartridges varies by country/region. The ink cartridges might come in different sizes. To obtain a list of supported ink cartridges for your device, print the self-test

diagnostic page and read the information in the ink cartridge status section. For more information, see Understand the self-test diagnostic page.

You can find the ink cartridge number in the following places:

- On the self-test diagnostic page (see Understand the self-test diagnostic page).
- On the label of the ink cartridge you are replacing.
- On the Information page of the embedded Web server (see Embedded Web server).
- **Windows**: From the **Toolbox**, if you have bidirectional communication, click the **Estimated Ink Levels** tab, scroll to display the **Cartridge Details** button, and then click **Cartridge Details**.
- **Mac OS**: From the **HP Printer Utility,** click **Supply Info** from the **Information and Support** panel, and then click **Retail Supplies Information**.

Printheads

HP 88 Black and Yellow	C9381
HP 88 Magenta and Cyan	C9382

HP media

To order media such as HP Premium Plus Photo Paper or HP Premium Paper, go to www.hp.com. Choose your country/region, and then select **Buy** or **Shopping**.

B Support and warranty

The information in Maintain and troubleshoot suggests solutions to common problems. If your device is not operating correctly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

This section contains the following topics:

- Hewlett-Packard limited warranty statement
- Obtain electronic support
- Obtain HP telephone support
- Prepare the device for shipment
- Pack the device

Hewlett-Packard limited warranty statement

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Printheads	1 year
Accessories	1 year

A. Extent of limited warranty
   1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
   2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
   3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
      a. Improper maintenance or modification;
      b. Software, media, parts, or supplies not provided or supported by HP;
      c. Operation outside the product's specifications;
      d. Unauthorized modification or misuse.
   4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
   5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
   6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
   7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
   8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
   9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
   10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty
   TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability
   1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
   2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law
   1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
   2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
      a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
      b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
      c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
   3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

Obtain electronic support

To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

This Web site also offers technical support, drivers, supplies, ordering information and other options such as:

- Access online support pages.
- Send HP an e-mail message for answers to your questions.
- Connect with an HP technician by using online chat.
- Check for software updates.

You can also obtain support from the Toolbox (Windows) or the HP Printer Utility (Mac OS), which provide easy, step-by-step solutions to common printing problems. For more information, see Toolbox (Windows) or HP Printer Utility (Mac OS).

Support options and availability vary by product, country/region, and language.

Obtain HP telephone support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

This section contains the following topics:

- Before you call
- Support process
- HP support by phone
- Additional warranty options
- HP Quick Exchange Service (Japan)

Before you call

Visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or product fixes and updates.

To assist our Customer Care Center representatives to serve you better, prepare the following information if you need to call HP.

1. Print the self-test diagnostic page of the device. For more information, see Understand the self-test diagnostic page. If the device does not print, get the following information ready:
   - Device model
   - Model number and serial number (check the back of the device)
2. Check the operating system that you are using, such as Windows XP.
3. If the device is connected to the network, check the network operating system.
4. Note how the device is connected to your system, such as through USB or network connection.
5. Obtain the version number of the printer software. (To find the version number of the printer driver, open the printer settings or properties dialog box, and click the **About** tab.)
6. If you have a problem printing from a particular application, note the application and version number.

Support process

If you have a problem, follow these steps

1. Check the documentation that came with the HP Printer.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
   - Fast access to qualified online support specialists
   - Software and driver updates for the HP Printer
   - Valuable HP Printer and troubleshooting information for common problems
   - Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP Printer
3. Call HP support. Support options and availability vary by device, country/region, and language.

HP support by phone

This section contains the following topics:

- Phone support period
- Telephone support numbers
- Placing a call
- After the phone support period

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico). To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Telephone support numbers

In many locations, HP provides toll free telephone support during the warranty period. However, some of the support numbers listed below may not be toll free.

For the most current list of telephone support numbers, see www.hp.com/support.

www.hp.com/support

021 672 280	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	0820 87 4417
17212049	البحرين
België	070 300 005
Belgique	070 300 004
Brasil (Sao Paulo)	55-11-4004-7751
Brasil	0-800-709-7751
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	www.hp.com/support
Chile	800-360-999
中国	10-68687980
中国	800-810-3888
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	810 222 222
Danmark	70 202 845
Ecuador (Andinatel)	1-999-119 ☏ 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☏ 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
España	902 010 059
France	0892 69 60 22
Deutschland	01805 652 180
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603
Ελλάδα (εντός Ελλάδας)	801 11 75400
Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+971 4 224 9189	العراق
+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
Ireland	1890 923 902
1-700-503-048	ישראל
Italia	848 800 871
Jamaica	1-800-711-2884
日本	0570-000511
日本(携帯電話の場合)	03-3335-9800

0800 222 47	الأردن
한국	1588-3003
Luxembourg (Français)	900 40 006
Luxembourg (Deutsch)	900 40 007
Malaysia	1800 88 8588
Mauritius	(262) 262 210 404
México (Ciudad de México)	55-5258-9922
México	01-800-472-68368
081 005 010	المغرب
Nederland	0900 2020 165
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	815 62 070
24791773	عُمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Perú	0-800-10111
Philippines	2 867 3551
Polska	801 800 235
Portugal	808 201 492
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390
Россия (Москва)	095 777 3284
Россия (Санкт-Петербург)	812 332 4240
800 897 1415	السعودية
Singapore	6 272 5300
Slovensko	0850 111 256
All other African English Speaking ISE countries	+ 27 (0)11 234 5872
South Africa (RSA)	0860 104 771
Rest of West Africa	+ 351 213 17 63 80
Suomi	0 203 66 767
Sverige	077 120 4765
Switzerland	0848 672 672
臺灣	02-8722-8000
ไทย	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye	+90 212 444 71 71
Україна	(044) 230 51 06
600 54 47 47	المتحدة العربية الإمارات
United Kingdom	0870 010 4320
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Viêt Nam	+84 88234530

Placing a call

Call HP support while you are in front of the computer and the HP Printer. Be prepared to provide the following information:

- Model number (located on the label on the front of the HP Printer)
- Serial number (located on the back or bottom of the HP Printer)
- Messages that appear when the situation occurs
- Answers to these questions:
  - Has this situation happened before?
  - Can you re-create it?
  - Did you add any new hardware or software to your computer at about the time that this situation began?
  - Did anything else occur prior to this situation (such as a thunderstorm, HP Printer was moved, etc.)?

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Additional warranty options

Extended service plans are available for the HP Printer at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

HP Quick Exchange Service (Japan)

インク カートリッジに問題がある場合は以下に記載されている電話番号に連絡してください。インク カートリッジが故障している、または欠陥があると判断された場合、HP Quick Exchange Service がこのインク カートリッジを正常品と交換し、故障したインク カートリッジを回収します。保障期間中は、修理代と配送料は無料です。また、お住まいの地域にもよりますが、プリンタを次の日までに交換することも可能です。

電話番号： 0570-000511（自動応答）
03-3335-9800（自動応答システムが使用できない場合）

サポート時間： 平日の午前 9:00 から午後 5:00 まで
土日の午前 10:00 から午後 5:00 まで
祝祭日および 1 月 1 日から 3 日は除きます。

サービスの条件:

- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。
  ご注意：ユーザの扱いが不適切であったために故障した場合は、保障期間中であっても修理は有料となります。詳細については保証書を参照してください。

その他の制限:

- 運搬の時間はお住まいの地域によって異なります。詳しくは、カスタマケアセンターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告なしに変更することがあります。

For instructions on how to pack your device for exchange, see Pack the device.

Prepare the device for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send the device in for service, make sure you remove and keep the following items before returning your device:

- The ink cartridges and printheads
- The power cord, USB cable, and any other cable connected to the device
- Any paper loaded in the input tray
- Remove any originals you might have loaded in the device

This section contains the following topics:

- Remove the ink cartridges and printheads before shipment

Remove the ink cartridges and printheads before shipment

Before you return the device, make sure you remove your ink cartridges and printheads.

NOTE: This information does not apply to customers in Japan.

To remove ink cartridges before shipment

1. Turn on the device and wait until the print carriage is idle and silent. If the device will not turn on, skip this step and go to step 2.

   NOTE: If the device does not turn on, you can unplug the power cord and then manually slide the print carriage to the far right side to remove the ink cartridges.

2. Gently pull open the ink cartridge cover.

3. Remove the ink cartridges from their slots by grasping each between your thumb and forefinger and pulling it firmly toward you.

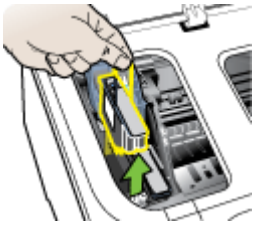
4. Place the ink cartridges in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the device unless the HP customer support call agent instructs you to.
5. Close the ink cartridge door and wait a few minutes for the print carriage to move back to its home position (on the left side).
6. Press the **Power** button to turn off the device.

To remove printheads before shipment

1. Open the cover.
2. If the carriage does not move to the left automatically, press and hold the (**Resume** button) until the carriage moves to the left. Wait for the carriage to stop moving, and then unplug the power cord from the printer.

3. Lift the printhead latch.

4. Lift the handle of a printhead and use it to pull the printhead out of its slot.



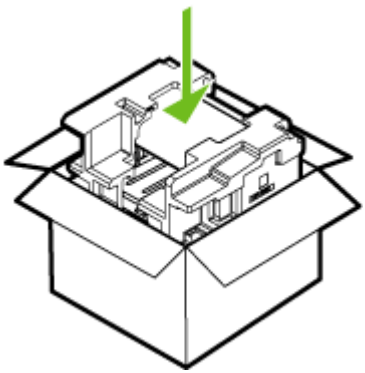
5. Place the printheads in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the device unless the HP customer support call agent instructs you to.
6. Close the cover.
7. Press the **Power** button to turn off the device.

Pack the device

Complete the following steps after you have prepared the device for shipment.

To pack the device

1. If available, pack the device for shipment by using the original packaging materials, or use the packaging materials that came with your replacement device.



If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

2. Place the return shipping label on the outside of the box.
3. Include the following items in the box:
   - A complete description of symptoms for service personnel (samples of print quality problems are helpful).
   - A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
   - Your name, address, and a phone number where you can be reached during the day.

C Device specifications

For media and media-handling specifications, see Understand specifications for supported media.

- Physical specifications
- Product features and capacities
- Processor and memory specifications
- System requirements
- Network protocol specifications
- Embedded Web server specifications
- Print resolution
- Environmental specifications
- Electrical specifications
- Acoustic emission specifications (print in Draft mode, noise levels per ISO 7779)

Physical specifications

Size (width x depth x height)

- **Device:** 610 x 403 x 223 mm (24 x 15.9 x 8.8 inches)
- **With Duplexer:** Adds 97.6 mm (3.8 inches) to the rear of the device.

Device weight (does not include printing supplies)

- **Device:** 11.9 kg (26.3 lb)
- **With Duplexer:** Adds 2.5 kg (5.6 lb)

Product features and capacities

Feature	Capacity
Connectivity	• USB 2.0-compliant high speed • Embedded network connection
Print method	Drop-on-demand thermal inkjet printing
Ink cartridges	Four ink cartridges (one each for black, cyan, magenta, and yellow)
Printheads	Two printheads (one black and yellow, and one magenta and cyan)
Supply yields	Visit www.hp.com/pageyield/ for more information on estimated ink cartridge yields.
Device languages	HP PCL 3 enhanced
Font support	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic.
Duty cycle	Up to 6,250 pages per month
Control panel language support	Bulgarian, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Greek,

Feature	Capacity
Language availability varies by country/region.	Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Simplified Chinese, Slovak, Slovenian, Spanish, Swedish, Traditional Chinese, Turkish, Ukrainian.

Processor and memory specifications

Device processor

192 MHz ARM9463ES

Device memory

- 32 MB built-in RAM
- 8 MB built-in MROM + 2 MB built-in Flash ROM

System requirements

NOTE: For the most current information about supported operating systems and system requirements, visit http://www.hp.com/support/

Operating system compatibility

- Windows 2000, Windows XP, Windows XP (32 and 64 bit), Windows XP Starter Edition, Windows XP Reduced Media Edition, Windows Vista (32 and 64 bit), Windows 2003 Server

  NOTE: For Windows 2000, only the printer driver and the Toolbox are available.

- Mac OS X (v10.3.8, v10.4 and later)
- Linux

NOTE: The printer driver for Windows Server 2003 (both 32-bit and 64-bit versions) requires a minimum of an Intel® Pentium® II or Intel Celeron® processor, 128 MB RAM, 200 MB free hard disk space. The driver is available at http://www.hp.com/support/.

Minimum requirements

- **Windows 2000 Service Pack 4:** Intel Pentium II or Celeron processor, 128 MB RAM, 150 MB free hard disk space
  Microsoft Internet Explorer 6.0
- **Windows XP (32-bit):** Intel Pentium II or Celeron processor, 128 MB RAM, 300 MB free hard disk space
  Microsoft Internet Explorer 6.0
- **Windows XP x64:** AMD Athlon 64, AMD Opteron, Intel Xeon processor with Intel EM64T support, or Intel Pentium 4 processor with Intel EM64T support, 128 MB RAM, 270 MB free hard disk space
  Microsoft Internet Explorer 6.0
- **Windows Vista:** 800 Mhz 32-bit (x86) or 64-bit (x64) processor, 512 MB RAM, 730 MB free hard disk space.
  Microsoft Internet Explorer 7.0

- **Mac OS X (v10.3.9 and higher, v10.4.6 and higher):** 400 MHz Power PC G3 (v10.3.9 and higher, v10.4.6 and higher) or 1.83 GHz Intel Core Duo (v10.4.6 and higher), 256 MB memory, 200 MB free hard disk space

  QuickTime 5.0 or later
- Adobe Acrobat Reader 5.0 or later

Recommended requirements

- **Windows 2000 Service Pack 4:** Intel Pentium III or higher processor, 200 MB RAM, 150 MB free hard disk space
- **Windows XP (32-bit):** Intel Pentium III or higher processor, 256 MB RAM, 350 MB free hard disk space
- **Windows XP x64:** AMD Athlon 64, AMD Opteron, Intel Xeon processor with Intel EM64T support, or Intel Pentium 4 processor with Intel EM64T support, 256 MB RAM, 340 MB free hard disk space
- **Windows Vista:** 1 GHz 32-bit (x86) or 64-bit (x64) processor, 1 GB RAM, 790 MB free hard disk space.
- **Mac OS X (v10.3.9 and higher, v10.4.6 and higher):** 400 MHz Power PC G4 (v10.3.9 and higher, v10.4.6 and higher) or 1.83 GHz Intel Core Duo (v10.4.6 and higher), 256 MB memory, 500 MB free hard disk space

Network protocol specifications

Network operating system compatibility

- Windows 2000, Windows XP (32-bit), Windows XP x64 (Professional and Home Editions), Windows Vista
- Mac OS X (10.4 and later)
- Microsoft Windows 2000 Server Terminal Services with Citrix Metaframe XP with Feature Release 3
- Microsoft Windows 2000 Server Terminal Services with Citrix Presentation Server 4.0
- Microsoft Windows 2000 Server Terminal Services
- Microsoft Windows 2003 Server Terminal Services
- Microsoft Windows 2003 Server Terminal Services with Citrix Presentation Server 4.0
- Microsoft Windows 2003 Server Terminal Services with Citrix Metaframe XP with Feature Release 3
- Novell Netware 6, 6.5, Open Enterprise Server 6.5

Compatible network protocols

TCP/IP

Network management

- HP Web Jetadmin plug-ins
- Embedded Web server

  Features:
  - Ability to remotely configure and manage network devices
  - myPrintMileage

Embedded Web server specifications

Requirements

- A TCP/IP-based network (IPX/SPX-based networks are not supported)
- A Web browser (either Microsoft Internet Explorer 6.0, Netscape 7.0, Opera 7.54, Mozilla Firefox 1.0, or Safari 1.2, or later)
- A network connection (you cannot use the embedded Web server connected directly to a computer with a USB cable)
- An Internet connection (required for some features)

  NOTE: You can open the embedded Web server without being connected to the Internet. However, some features will not be available.

- It must be on the same side of a firewall as the device.

Print resolution

Black

Up to 1200 dpi with pigmented black ink

Color

HP enhanced photo quality (up to 4800 x 1200 dpi optimized on HP Premium Plus photo papers with 1200 x 1200 input dpi)

Environmental specifications

Operating environment

Operating temperature: 5° to 40° C (41° to 104° F)
Recommended operating conditions: 15° to 32° C (59° to 90° F)
Recommended relative humidity: 25 to 75% noncondensing

Storage environment

Storage temperature: -40° to 60° C (-40° to 140° F)
Storage relative humidity: Up to 90% noncondensing at a temperature of 65° C (150° F)

Electrical specifications

Power supply

Universal power adapter (external)

Power requirements

Input voltage: 100 to 240 VAC (± 10%), 50 to 60 Hz (± 3Hz)
Output voltage: 32 Vdc, 2500 mA

Power consumption

43.7 watts

Acoustic emission specifications (print in Draft mode, noise levels per ISO 7779)

Sound pressure (bystander position)

LpAd 55 (dBA)

Sound power

LwAd 6.7 (BA)

D Regulatory information

This section contains the following topics:

- FCC statement
- Notice to users in Korea
- VCCI (Class B) compliance statement for users in Japan
- Notice to users in Japan about the power cord
- RoHS notices (China only)
- LED indicator statement
- Regulatory model number
- Declaration of conformity
- Environmental product stewardship program

FCC statement

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Notice to users in Korea

사용자 안내문(B급 기기)
이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

RoHS notices (China only)

The device meets product requirements from regulatory agencies in your country/region.

Toxic and hazardous substance table

有毒有害物质表

根据中国《电子信息产品污染控制管理办法》

零件描述	有毒有害物质和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

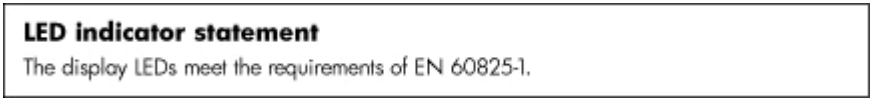
0: 指此部件的所有均一材质中包含的这种有毒有害物质，含量低于SJ/T11363-2006 的限制

X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质，含量高于SJ/T11363-2006 的限制

注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件

*以上只适用于使用这些部件的产品

LED indicator statement



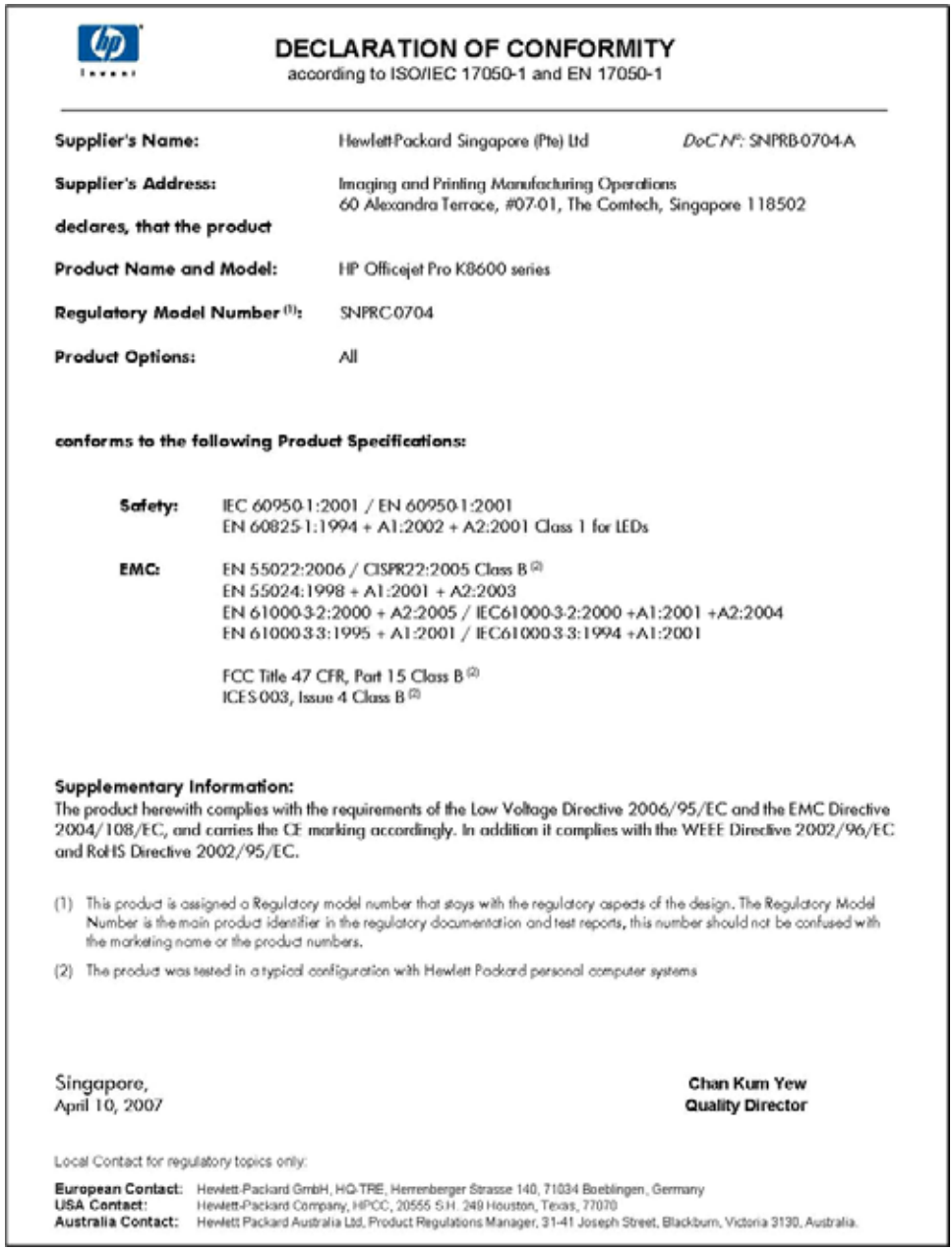
LED indicator statement

The display LEDs meet the requirements of EN 60825-1.

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0704. This regulatory number should not be confused with the marketing name (HP Officejet Pro K8600 Printer series) or product number (CB015A, CB016A).

Declaration of conformity



DECLARATION OF CONFORMITY
according to ISO/IEC 17050-1 and EN 17050-1

Supplier's Name:	Hewlett-Packard Singapore (Pte) Ltd	*DoC N°:* SNPRB-0704-A
Supplier's Address:	Imaging and Printing Manufacturing Operations 60 Alexandra Terrace, #07-01, The Comtech, Singapore 118502	
declares, that the product		
Product Name and Model:	HP Officejet Pro K8600 series	
Regulatory Model Number (1):	SNPRC-0704	
Product Options:	All	

conforms to the following Product Specifications:

Safety:	IEC 60950-1:2001 / EN 60950-1:2001 EN 60825-1:1994 + A1:2002 + A2:2001 Class 1 for LEDs
EMC:	EN 55022:2006 / CISPR22:2005 Class B (2) EN 55024:1998 + A1:2001 + A2:2003 EN 61000-3-2:2000 + A2:2005 / IEC61000-3-2:2000 +A1:2001 +A2:2004 EN 61000-3-3:1995 + A1:2001 / IEC61000-3-3:1994 +A1:2001 FCC Title 47 CFR, Part 15 Class B (2) ICES-003, Issue 4 Class B (2)

Supplementary Information:
The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC and the EMC Directive 2004/108/EC, and carries the CE marking accordingly. In addition it complies with the WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC.

(1) This product is assigned a Regulatory model number that stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

(2) The product was tested in a typical configuration with Hewlett-Packard personal computer systems

Singapore,
April 10, 2007

Chan Kum Yew
Quality Director

Local Contact for regulatory topics only:

European Contact: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany
USA Contact: Hewlett-Packard Company, HPCC, 20555 S.H. 249 Houston, Texas, 77070
Australia Contact: Hewlett Packard Australia Ltd, Product Regulations Manager, 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at:

www.hp.com/hpinfo/globalcitizenship/environment/index.html

This section contains the following topics:

- Paper use
- Plastics
- Material safety data sheets
- Recycling program
- HP inkjet supplies recycling program
- Disposal of waste equipment by users in private households in the European Union
- Energy consumption

Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

www.hp.com/go/msds

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Disposal of waste equipment by users in private households in the European Union

English

Disposal of Waste Equipment by Users in Private Households in the European Union

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Français

Evacuation des équipements usagés par les utilisateurs dans les foyers privés au sein de l'Union européenne

La présence de ce symbole sur le produit ou sur son emballage indique que vous ne pouvez pas vous débarrasser de ce produit de la même façon que vos déchets courants. Au contraire, vous êtes responsable de l'évacuation de vos équipements usagés et, à cet effet, vous êtes tenu de les remettre à un point de collecte agréé pour le recyclage des équipements électriques et électroniques usagés. Le tri, l'évacuation et le recyclage séparés de vos équipements usagés permettent de préserver les ressources naturelles et de s'assurer que ces équipements sont recyclés dans le respect de la santé humaine et de l'environnement. Pour plus d'informations sur les lieux de collecte des équipements usagés, veuillez contacter votre mairie, votre service de traitement des déchets ménagers ou le magasin où vous avez acheté le produit.

Deutsch

Entsorgung von Elektrogeräten durch Benutzer in privaten Haushalten in der EU

Dieses Symbol auf dem Produkt oder dessen Verpackung gibt an, dass das Produkt nicht zusammen mit dem Restmüll entsorgt werden darf. Es obliegt daher Ihrer Verantwortung, das Gerät an einer entsprechenden Stelle für die Entsorgung oder Wiederverwertung von Elektrogeräten oder Art abzugeben (z. B. ein Wertstoffhof). Das separate Sammeln und das Recycling Ihrer alten Elektrogeräte zum Zeitpunkt ihrer Entsorgung trägt zum Schutz der Umwelt bei und gewährleistet, dass sie auf eine Art und Weise recycelt werden, die keine Gefährdung für den Menschen und der Umwelt darstellt. Weitere Informationen darüber, wo Sie alte Elektrogeräte zum Recyclen abgeben können, erhalten Sie bei der örtlichen Behörden, Verantwortlichen oder dort, wo Sie das Gerät erworben haben.

Italiano

Smaltimento di apparecchiature da rottamare da parte di privati nell'Unione Europea

Questo simbolo che appare sul prodotto o sulla confezione indica che il prodotto non deve essere smaltito assieme agli altri rifiuti domestici. Gli utenti devono provvedere allo smaltimento delle apparecchiature da rottamare portandole al luogo di raccolta indicato per il riciclaggio delle apparecchiature elettriche ed elettroniche. La raccolta e il riciclaggio separati delle apparecchiature da rottamare in fase di smaltimento favoriscono la conservazione delle risorse naturali e garantiscono che tali apparecchiature vengano rottamate nel rispetto dell'ambiente e della tutela della salute. Per ulteriori informazioni sui punti di raccolta delle apparecchiature da rottamare, contattare il proprio comune di residenza, il servizio di smaltimento dei rifiuti locale o il negozio presso il quale è stato acquistato il prodotto.

Español

Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea

Este símbolo en el producto o en su embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, es debe eliminar este tipo de residuos, es responsabilidad del usuario entregarlo en un punto de recogida designado de reciclado de aparatos electrónicos y eléctricos. El reciclaje y la recogida por separado de estos residuos en el momento de la eliminación ayudará a preservar recursos naturales y a garantizar que el reciclaje proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto.

Česky

Likvidace vyslouženého zařízení uživateli v domácnosti v zemích EU

Tato značka na produktu nebo na jeho obalu označuje, že tento produkt nesmí být likvidován prostým vyhozením do běžného domovního odpadu. Odpovídáte za to, že vyloužilé zařízení bude předáno k likvidaci do stanovených sběrných míst určených k recyklaci vyloužených elektrických a elektronických zařízení. Likvidace vyloužilého zařízení samostatným sběrem a recyklací napomůžete zachování přírodních zdrojů a zajištění, že recyklace proběhne způsobem chránícím lidské zdraví a životní prostředí. Další informace o tom, kam můžete vyloužilé zařízení předat k recyklaci, můžete získat od úřadu místní samosprávy, od společnosti provádějící svoz a likvidaci domovního odpadu nebo v obchodě, kde jste produkt nakupovali.

Dansk

Bortskaffelse af affaldsudstyr for brugere i private husholdninger i EU

Dette symbol på produktet eller på dets emballage indikerer, at produktet ikke må bortskaffes sammen med andet husholdningsaffald. I stedet er det dit ansvar at bortskaffe affaldsudstyr ved at aflevere det på dertil beregnede indsamlingssteder med henblik på genbrug af elektrisk og elektronisk affaldsudstyr. Den separate indsamling og genbrug af dit affaldsudstyr på tidspunktet for bortskaffelse er med til at bevare naturlige ressourcer og sikre, at genbrug finder sted på en måde, der beskytter mennesker, helbred samt miljøet. Hvis du vil vide mere om, hvor du kan aflevere dit affaldsudstyr til genbrug, kan du kontakte kommunen, det lokale renovationsvæsen eller den forretning, hvor du købte produktet.

Nederlands

Afvoer van afgedankte apparatuur door gebruikers in particuliere huishoudens in de Europese Unie

Dit symbool op het product of de verpakking geeft aan dat dit product niet mag worden afgevoerd met het huishoudelijk afval. Het is uw verantwoordelijkheid uw afgedankte apparatuur af te leveren op een aangewezen inzamelpunt voor de verwerking van afgedankte elektrische en elektronische apparatuur. De gescheiden inzameling en verwerking van uw afgedankte apparatuur draagt bij tot het sparen van natuurlijke bronnen en tot het herzien van materiaal op een wijze die de volksgezondheid en het milieu beschermt. Voor meer informatie over waar u uw afgedankte apparatuur kunt inleveren voor recycling kunt u contact opnemen met het gemeentehuis in uw woonplaats, de reinigingsdienst of de winkel waar u het product hebt aangeschaft.

Eesti

Eramajapidamistes kasutuselt kõrvaldatavate seadmete kasitlemine Euroopa Liidus

Kui tootel või toote pakendil on see sümbol, ei tohi seda toodet visata olmejäätmete hulka. Teie kohus on viia kasutatu äratoodud seade selleks ettenähtud elektri- ja elektroonikaseadmete utiliseerimiskohta. Utiliseerimise seadmete eraldi kogumine ja käitlemine aitab säästa looduse-ressursi ning tagada, et käitlemine toimub inimeste tervisele ja keskkonnale ohutult. Lisateavet selle kohta, kuhu saate utiliseerimiseks seadme kõrvaldada viia, saate küsida kohalikust omavalitsusest, olmejäätmete utiliseerimisettevõtt või kauplusest, kust te seadme ostnud.

Suomi

Käyttäjien kotitalouksissa käytössä olleiden Euroopan unionin alueella

Tämä tuotteessa tai sen pakkauksessa oleva merkintä osoittaa, että tuotetta ei saa hävittää kotitalousjätteiden mukana. Käyttäjän velvollisuus on huolehtia siitä, että käytöstä poistettu laite toimitetaan siihen tarkoitettuun sähkö- ja elektroniikkalaitteiden keräyspisteeseen. Hävitettävien laitteiden erillinen keräys ja kierrätys säästää luonnonvaroja. Niin toimimalla varmistetaan myös, että kierrätys tapahtuu tavalla, joka suojaa ihmisten terveyttä ja ympäristöä. Saat tarvittaessa lisätietoja jätteiden kierrätyspisteistä paikallisilta viranomaisilta, jätehuoltoa tai tuotteen jälleenmyyjältä.

Ελληνικά

Απόρριψη άχρηστων συσκευών στην Ευρωπαϊκή Ένωση

Το παρόν σύμβολο στον εξοπλισμό ή στη συσκευασία του υποδεικνύει ότι το προϊόν αυτό δεν πρέπει να πετιέται μαζί με άλλα οικιακά απορρίμματα. Αντίθετα, ευθύνη σας είναι να απορρίπτετε τις άχρηστες συσκευές με μια καθορισμένη μονάδα συλλογής για ανακύκλωση μέρη του ανακύκλωσης άχρηστου ηλεκτρικού και ηλεκτρονικού εξοπλισμού. Η χωριστής συλλογή και ανακύκλωση των άχρηστων συσκευών θα συμβάλει στη διατήρηση των φυσικών πόρων και στη διασφάλιση ότι η ανακύκλωση θα γίνεται κατά τον τρόπο που προστατεύει τη υγεία των ανθρώπων και το περιβάλλον. Για περισσότερες πληροφορίες σχετικά με το πού μπορείτε να απορρίψετε τις άχρηστες συσκευές για ανακύκλωση, απευθυνθείτε στο τοπικό γραφείο της πόλης σας, στην υπηρεσία διάθεσης οικιακών απορριμμάτων ή στο κατάστημα από το οποίο αγοράσατε το προϊόν.

Magyar

A felhasználónyagok kezelése a magánháztartásokban az Európai Unióban

Ez a szimbólum, amely a terméken vagy annak csomagolásán van feltüntetve, azt jelzi, hogy a terméket nem használható együtt az egyéb háztartási hulladékkal. Az Ön kötelezettsége, hogy a készülék hulladékanyagokat eljuttassa olyan kijelölt gyűjtőhelyekre, amelyek az elektromos berendezések újrahasznosításával foglalkoznak. A hulladékanyagok elkülönített gyűjtése és újrahasznosítása hozzájárul a természeti erőforrások megőrzéséhez, egyúttal azt is biztosítja, hogy a hulladék újrahasznosítása az egészségre és a környezetre nem ártalmas módon történik. Ha kíváncsiak vagyunk arra, hogy hol leadhatja újrahasznosításra a hulladékanyagokat, kérdezze a helyi önkormányzatnál, a háztartási hulladék begyűjtésével foglalkozó vállalatnál vagy a termék forgalmazójánál.

Lietuvių

Lietotāju atbrīvošanās no nederīgām ierīcēm Eiropas Savienības privātajās mājsaimniecībās

Šis simbols uz ierīces vai tās iepakojuma norāda, ka šo ierīci nedrīkst izmest kopā ar pārējiem mājsaimniecības atkritumiem. Jūs esat atbildīgs par atbrīvošanos no nederīgās ierīces, to nododot norādītajā savākšanas vietā, kas tiek veidota nederīgu elektrisko un elektronisko ierīču pārstrādei paredzētā. Speciāla nederīgās ierīces savākšana un atsevišķa pārstrāde palīdz taupīt dabas resursus un nodrošina tādu atkritumu pārstrādi, kas nerīt cilvēku veselību un apkārtējo vidi. Lai iegūtu papildu informāciju par to, kur atkritumi pārstrādei var nogādāt nederīgo ierīci, lūdzu, sazinieties ar vietējo pašvaldību, mājsaimniecības atkritumu savākšanas dienestu vai veikalu, kurā iegādājāties šo ierīci.

Latviešu

Europos Sąjungos vartotojų iš privatių namų ūkių atliekamos įrangos išmetimas

Šis simbolis ant gaminio arba jo pakuotės nurodo, kad produktos negali būti išmetamas kartu su kitomis namų ūkio atliekomis. Jūs privalote išmesti savo atliekamą įrangą atiduodami ją į atliekamos elektronikos ir elektros įrangos panaudojimo punktus. Jei atliekamos įrangos bus atskirai surenkamos ir panaudojamos, bus išsaugomi natūralūs ištekliai ir užtikrinama, kad įranga yra perdirbta žmogaus sveikatai ir aplinkai tinkamomis būdu. Dėl informacijos apie tai, kur galite išmesti atliekamą perdirbti skirtą įrangą kreipkitės į atitinkamą vietos tarnybą, namų ūkio atliekų surinkimo tarnybą arba į parduotuvę, kurioje pirkote produktą.

Polski

Utylizacja zużytego sprzętu przez użytkowników domowych w Unii Europejskiej

Symbol ten umieszczony na produkcie lub opakowaniu oznacza, że tego produktu nie można wyrzucać razem z innymi odpadami domowymi. Użytkownik jest odpowiedzialny za dostarczenie zużytego sprzętu do wyznaczonego punktu gromadzenia zużytych urządzeń elektrycznych i elektronicznych. Oddzielenie zużytego sprzętu od innych odpadów przyczynia się do ochrony zasobów naturalnych i jest bezpieczny dla zdrowia i środowiska naturalnego. Dalsze informacje na temat sposobu utylizacji zużytych urządzeń można uzyskać u odpowiednich władz lokalnych, w przedsiębiorstwie zajmującym się usuwaniem odpadów lub w miejscu zakupu produktu.

Português

Descarte de equipamentos por usuários em residências da União Europeia

Este símbolo no produto ou na embalagem indica que o produto não pode ser descartado junto com o lixo doméstico. Ho entanto, é sua responsabilidade levar os equipamentos a serem descartados a um ponto de coleta designado para o reciclagem de equipamentos elétricos e eletrônicos. A coleta separada e o reciclagem dos equipamentos no momento do descarte ajudam na conservação dos recursos naturais e garantem que os equipamentos serão reciclados de forma a proteger a saúde das pessoas e o meio ambiente. Para obter mais informações sobre onde descartar equipamentos para reciclagem, entre em contato com o escritório local da sua cidade, o serviço de limpeza pública de sua bairro ou a loja em que adquiriu o produto.

Slovenčina

Postup používateľov v krajinách Európskej únie pri vyhadzovaní zariadenia v domácom používaní do odpadu

Tento symbol na produkte alebo na jeho obale znamená, že tohto výrobku by nemal byť vyhodený s iným komunálnym odpadom. Povinnosťou tohto vašeho zariadenia na zberom miesta, kde sa zabezpečuje recyklácia elektrických a elektronických zariadení. Separovaný zber a recyklácia zariadenia určeného na odpad pomôže chrániť prírodné zdroje a zabezpečí taký spôsob recyklácie, ktorý bude chrániť ľudské zdravie a životné prostredie. Ďalšie informácie o separovanom zbere a recyklácii získate na miestnom obecnom úrade, vo firme zabezpečujúcej zber vášho komunálneho odpadu alebo v predajni, kde ste produkt kúpili.

Slovenščina

Ravnanje z odpadno opremo s gospodinjstvih znotraj Evropske unije

Ta znak na izdelku ali embalaži izdelka pomeni, da izdelka ne smete odlagati skupaj z drugimi gospodinjskimi odpadki. Odpadno opremo ste dolžni oddati na določenem zbirnem mestu za recikliranje odpadne električne in elektronske opreme. Z ločenim zbiranjem in recikliranjem odpadne opreme ob odlaganju boste pomagali ohraniti naravne vire in zagotovili, da bo odpadna oprema reciklirana tako, da se varuje zdravje ljudi in okolje. Več informacij o mestih, kjer lahko oddate odpadno opremo za recikliranje, lahko dobite na občini, v komunalnem podjetju ali trgovini, kjer ste izdelek kupili.

Svenska

Kassering av förbrukningsmaterial, för hem- och privatanvändare i EU

Produkter eller produktförpackningar med den här symbolen får inte kasseras med vanligt hushållsavfall. I stället har du ansvar för att produkten lämnas till en behörig återvinningsstation för hantering av alt och elektronikprodukter. Genom att lämna kasserade produkter till återvinning hjälper du till att bevara våra gemensamma naturresurser. Dessutom skyddas både människor och miljön när produkter återvinns på rätt sätt. Kontakta myndigheter, sophanteringsföretag eller butiken där varan köptes kan ge mer information om var du lämnar kasserade produkter för återvinning.

Energy consumption

This product is designed to reduce power consumption and save natural resources without compromising product performance. It has been designed to reduce total energy consumption both during operation and when the device is not active. Specific information on power consumption may be found in the printed documentation that came with the device.

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